

LARIMER COUNTY ENGINEERING ASSET MANAGEMENT PROCESSES



LARIMER
COUNTY

COMMITTED TO EXCELLENCE

Larimer County Service Request Portal Infrastructure Asset Management Process Guide

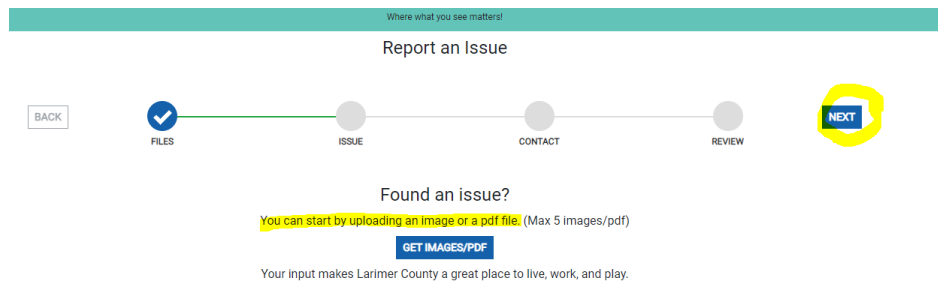
Note On The Admin Process for Service Requests:

The Citizen Portal is where the request will be made from a citizen or a staff member.

If a request comes in from a citizen the options available within the portal will direct said request to the correct department.

However, staff may need to reassign after further review of the request in VueWorks itself.

If you have images, please upload them to start the request process.



Where what you see matters!

Report an Issue

BACK

FILES ISSUE CONTACT REVIEW

Found an issue?

You can start by uploading an image or a pdf file. (Max 5 images/pdf)

GET IMAGES/PDF

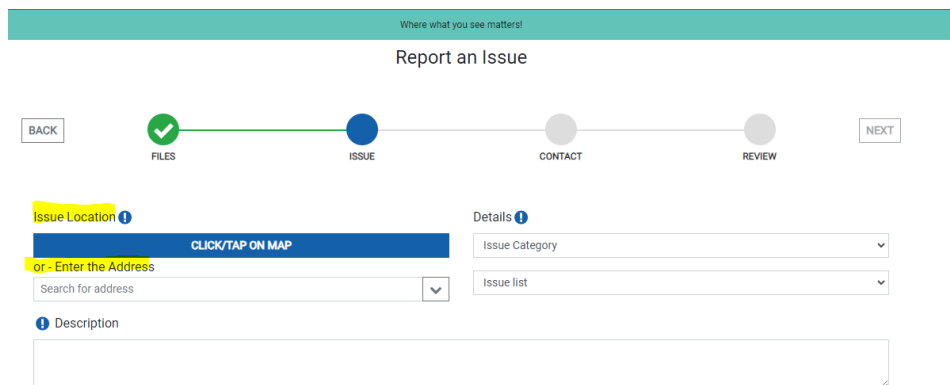
Your input makes Larimer County a great place to live, work, and play.

Next

Click next when ready to proceed.

Staff or the Citizen will need to add a location

This can be done by either using the Click/Tap or on Map or by adding the address.



Where what you see matters!

Report an Issue

BACK

FILES ISSUE CONTACT REVIEW

Next

Issue Location ⓘ

CLICK/TAP ON MAP

or - Enter the Address

Search for address

Details ⓘ

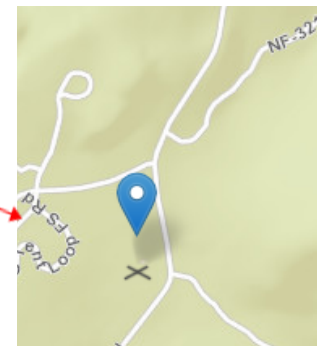
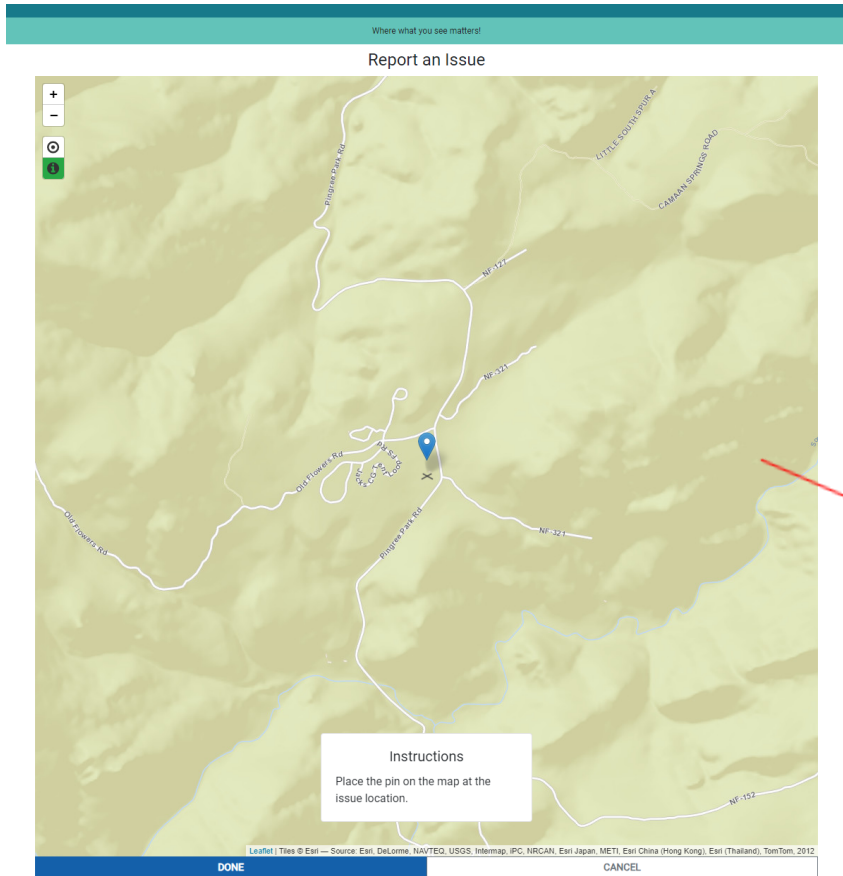
Issue Category

Issue list

Description

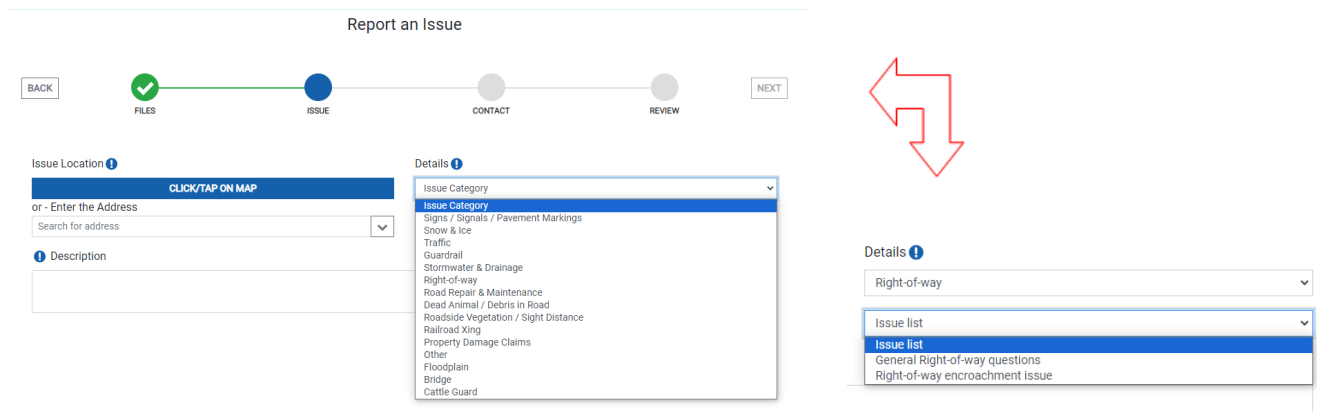
If you use the Click/Tap on Map option a Map will appear.

Staff or the Citizen will need to find the location by clicking their mouse, and dragging around the mouse until you find the location. You will notice the location marker (looks like an upside down teardrop) has an 'X' that needs to be put on the location.



Click done when the 'X' is on the correct spot.

You will then first select the Issues Category and then select from the Issues List.



Staff or the Citizen will need to enter the requesters personal information.

When finished click next.

Report an Issue

BACK

FILES ISSUE CONTACT REVIEW

Your Name ✓
Billy Joel

Email ✓
beilbykm@co.larimer.co.us

Telephone ✓
970-498-5726

NEXT

This will end an email to the Citizen letting them know the request has been made on their behalf. It is up to the staff member responding on how or if the citizen will

This will also send an email to the Staff who should be taking care of the request.

**Larimer County Service Request VueWorks
Infrastructure Asset Management Process
Guide**

Note On The Admin Process for Service Requests:

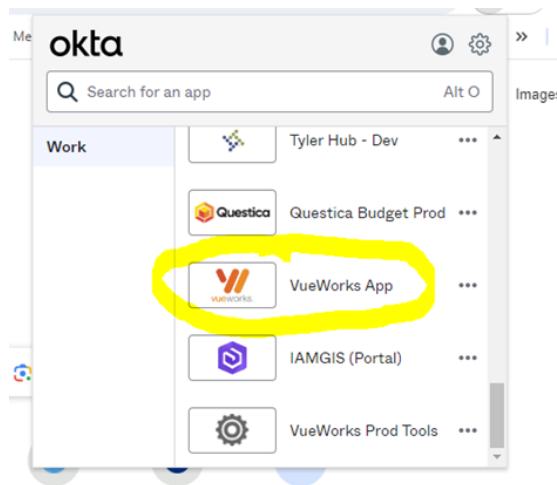
The Citizen Portal is where the request will be made from a citizen or a staff member if assisting the citizen.

Process a Service Requests Through the Portal:

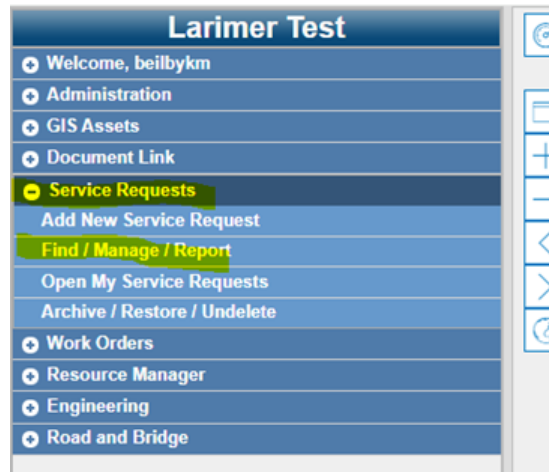
If a request comes in from a citizen the options available within the portal tries to direct said request to the correct department. However, staff may need to reassign after further review of the request.

The 'Role' that the service requests get assigned to will trigger email notifications to the staff members that would handle the request.

To view the request open Okta then select VueWorks



In the menu on the left of your screen, open 'Service Requests' then select 'Find / Manage / Report' and search for the Service Request

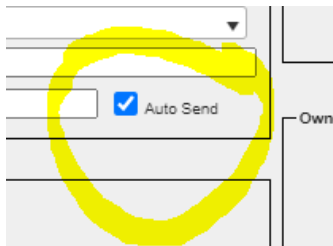


A box will pop up and you can search for your service request using the Filter tab or you can use the Table View tab. To open the Service Request, click the box with the pencil to the left that is associated with the email you received.

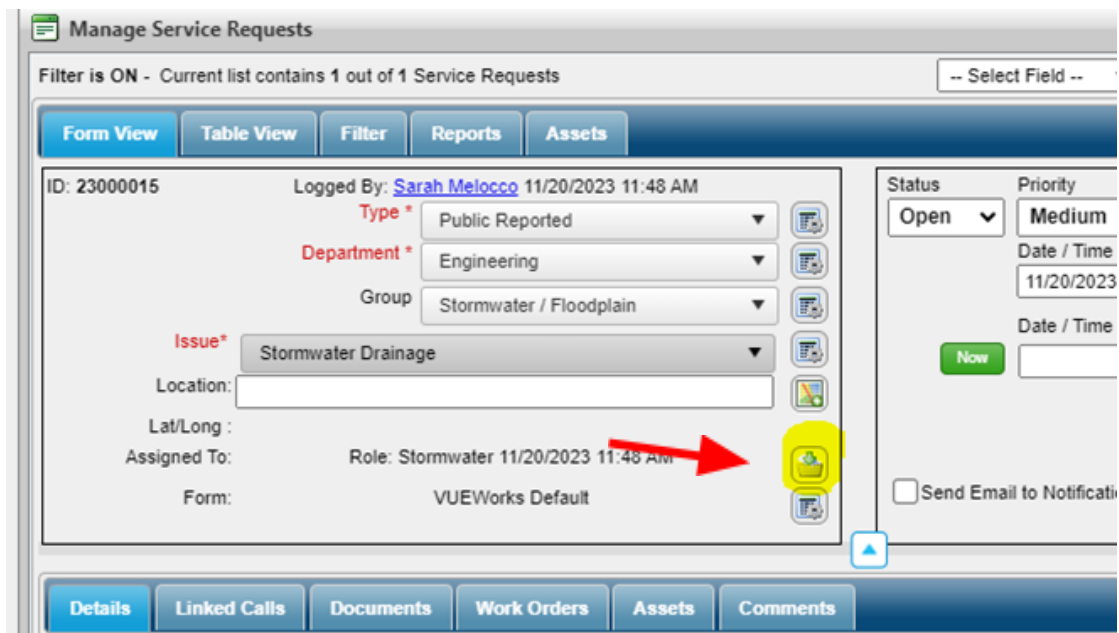


The Manage Service Requests box will open.

THE AUTO SEND BOX WILL BE AUTOMATICALLY CHECKED. IF YOU DO NOT WANT TO USE VUEWORKS TO SEND THE RESPONSE, UNCHECK THIS.



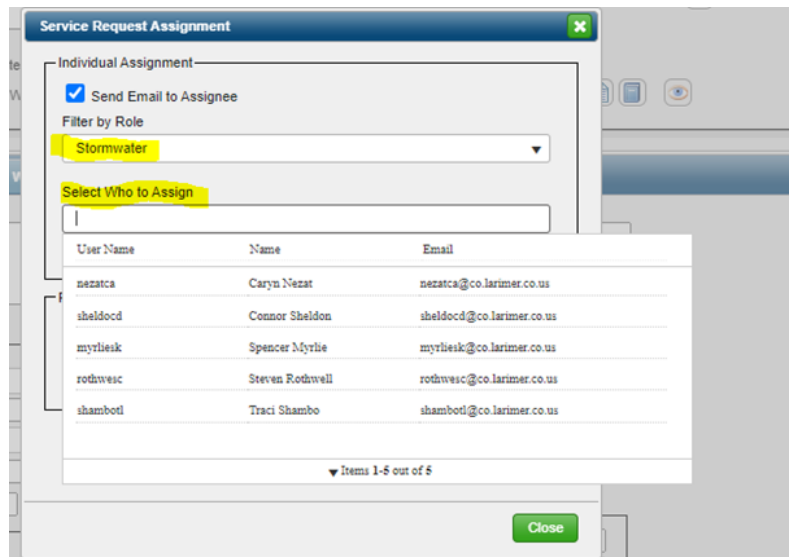
When the Service request opens click on the keyboard with a down green arrow to update the assigned to.



A Service Request Assignment box will pop up.

Select who to assign the service request to by typing in the 'Select Who to Assign'

You can also narrow down the list of names by first selecting the role, then the name.



Service Request Assignment

Individual Assignment

Send Email to Assignee

Filter by Role

Stormwater

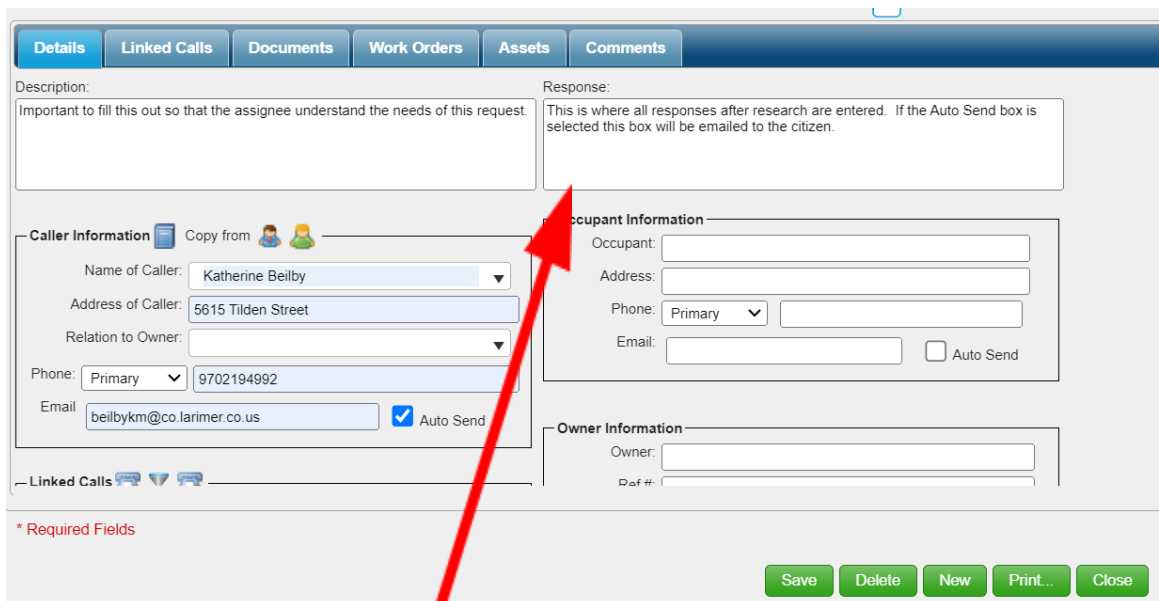
Select Who to Assign

User Name	Name	Email
nezatca	Caryn Nezat	nezatca@co.larimer.co.us
sheldocd	Connor Sheldon	sheldocd@co.larimer.co.us
myrliesk	Spencer Myrlie	myrliesk@co.larimer.co.us
rothwesc	Steven Rothwell	rothwesc@co.larimer.co.us
shambotl	Traci Shambo	shambotl@co.larimer.co.us

▼ Items 1-5 out of 5

Close

Fill out the important information to help the assignee understand the citizens request.



Details Linked Calls Documents Work Orders Assets Comments

Description: Important to fill this out so that the assignee understand the needs of this request.

Response: This is where all responses after research are entered. If the Auto Send box is selected this box will be emailed to the citizen.

Caller Information Copy from

Name of Caller: Katherine Beilby

Address of Caller: 5615 Tilden Street

Relation to Owner:

Phone: Primary 9702194992

Email: beilbykm@co.larimer.co.us Auto Send

Occupant Information

Occupant:

Address:

Phone: Primary

Email: Auto Send

Owner Information

Owner:

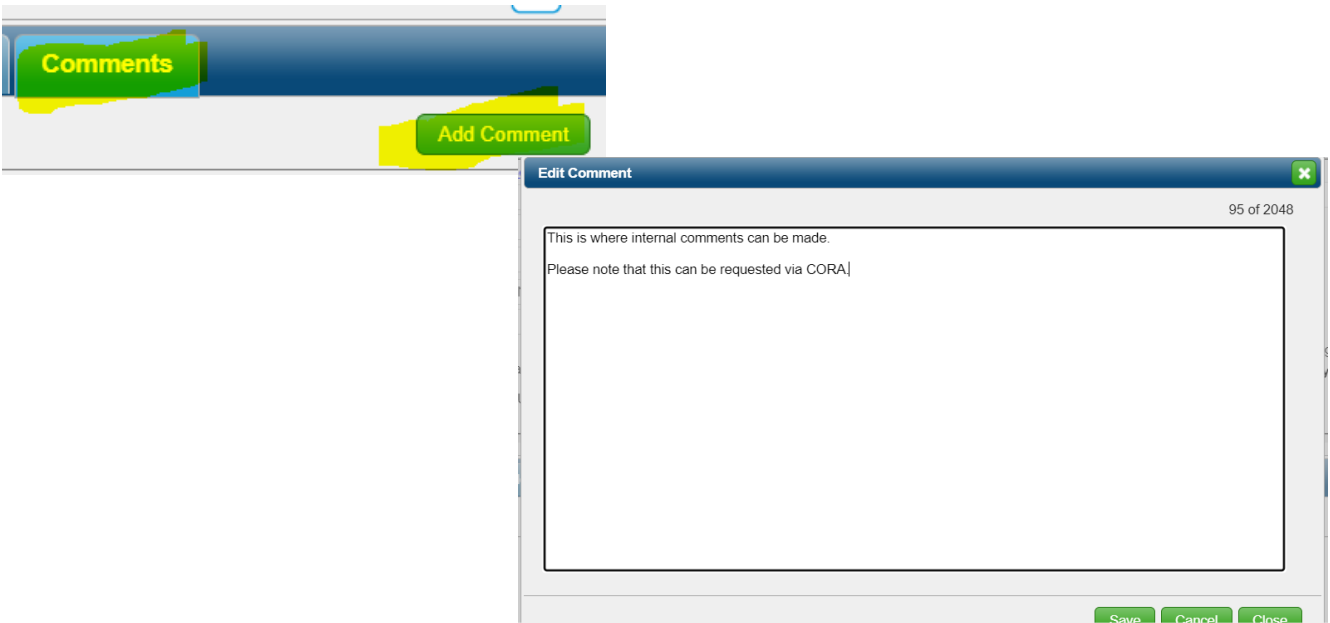
Ref #:

* Required Fields

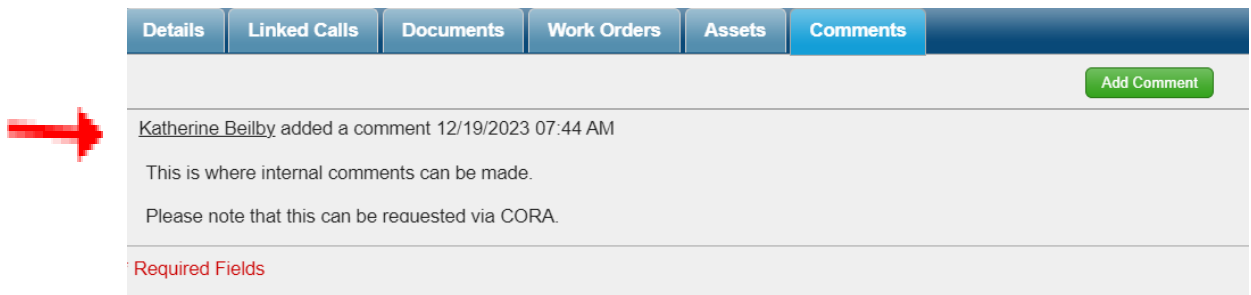
Save Delete New Print... Close

The Response box is where all responses after research are entered. If the Auto Send box is selected your response in this box will be emailed to the citizen.

To add a comment that will not be seen BUT IS STILL PART OF PUBLIC RECORD the staff member will complete the research and add any notes to the Comments tab. Click Add Comment, write what you found during research, and click Save.



There will be a timestamp added to the comment.

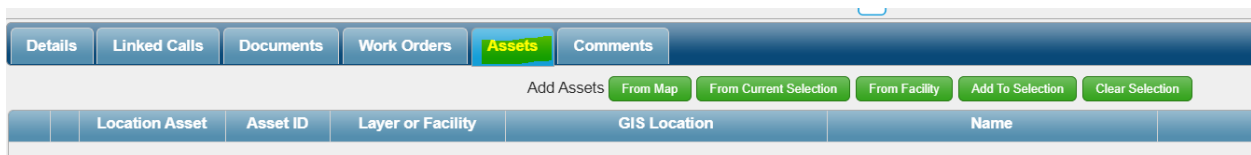


If it is an Engineering Department request or issue to resolve, the assignee will respond in one of two ways:

1) through VUEWorks (using above mentioned Response Box and Auto Send checkbox) **or**

2) outside of VUEWorks using a County GMAIL account. Please make sure to note this in the Service Request by Copying the email response into the Response Box

To add an asset to the Service Request, click the Asset Tab

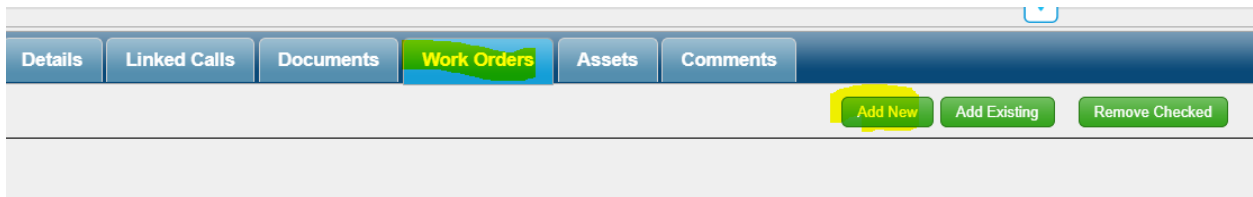


Add the asset using one of the following green button options. From Map may be the easiest.

When you select from the Map, the screen will change to a map view. From here you can add an asset.

If a Work Order is needed, click the Work Order tab, then add Work Order.

Note: If you add a work order from the Service Request, when the Work is completed, and the Work Order closed, it will automatically close the Service Request too.



If staff does not need to create a work order, staff will need to close the Service Request.

When the Service Request is completed, staff will need to close the service request.

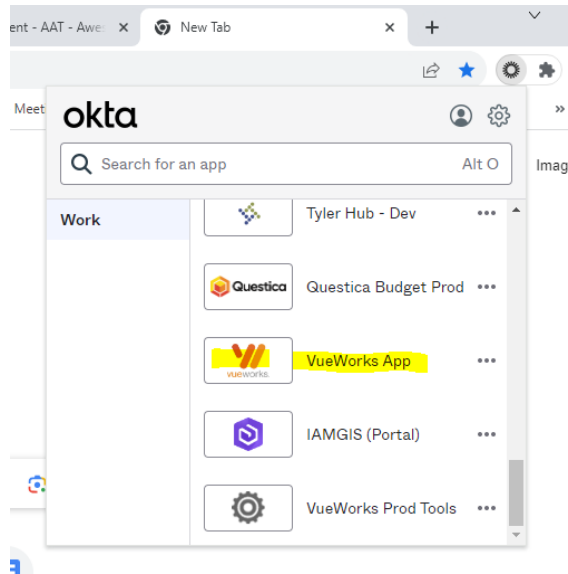
DO NOT MISS THIS STEP as this will help with reporting.

A screenshot of a service request form. The Status dropdown is set to 'Closed' (highlighted in yellow). The Priority is set to 'Medium'. The Date / Time Occurred is 12/19/2023 at 7:21 AM. The Date / Time Responded To is 12/19/2023 at 7:40 AM. The closed status is shown as '0 day(s), 0 hr, 19 min'. The Closed By field is populated with 'Katherine Beilby'. The Date / Time Closed is 12/19/2023 7:40 AM. The Resolved Time is also '0 day(s), 0 hr, 19 min'. There is a checkbox for 'Send Email to Notification List on Save' and three icons (document, folder, eye) to its right.

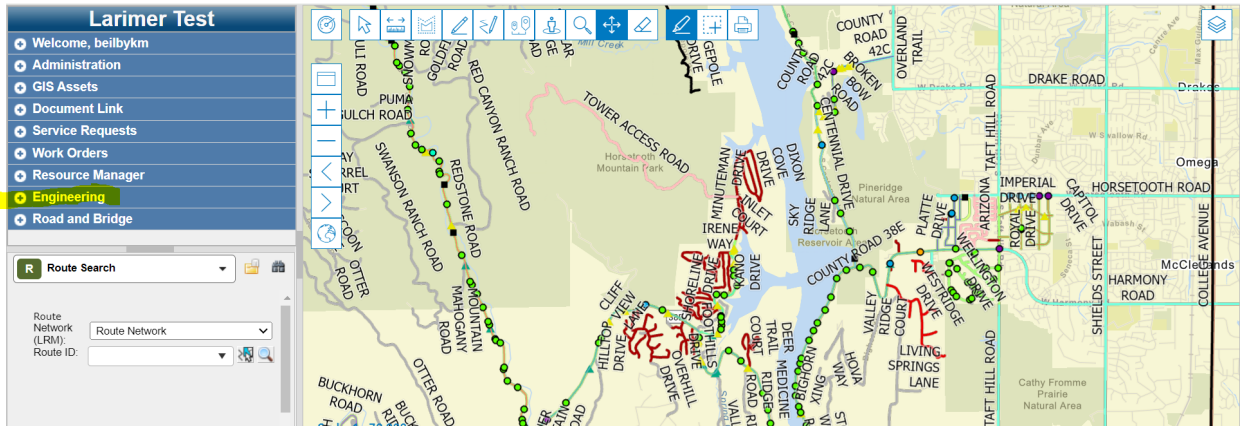
**Larimer County Projects VueWorks
Infrastructure Asset Management Process
Guide**

Note On The Admin Process for Service Requests:

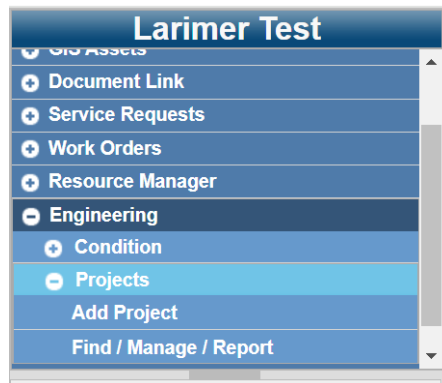
Open Okta and select VueWorks.



When VueWorks opens, click Engineering in the menu on the left



Click Projects



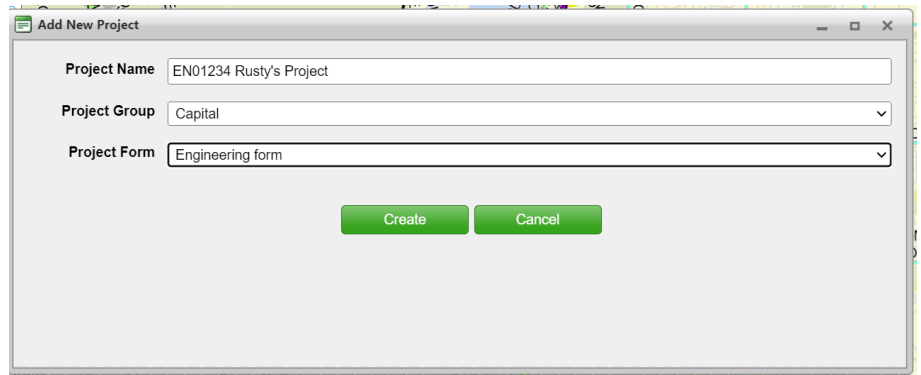
Click 'Add Project'

A new pop up to add the project will appear. Enter the project information that was received from the Leadership.

Enter Project Name

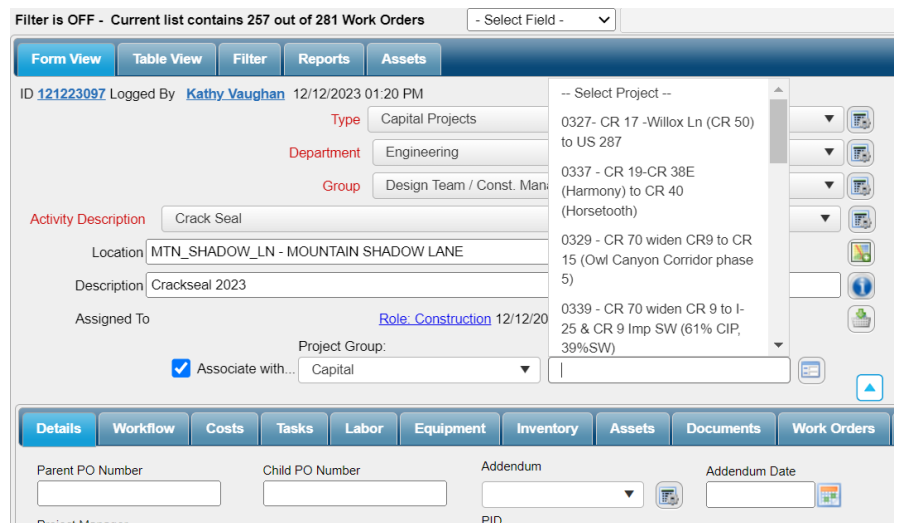
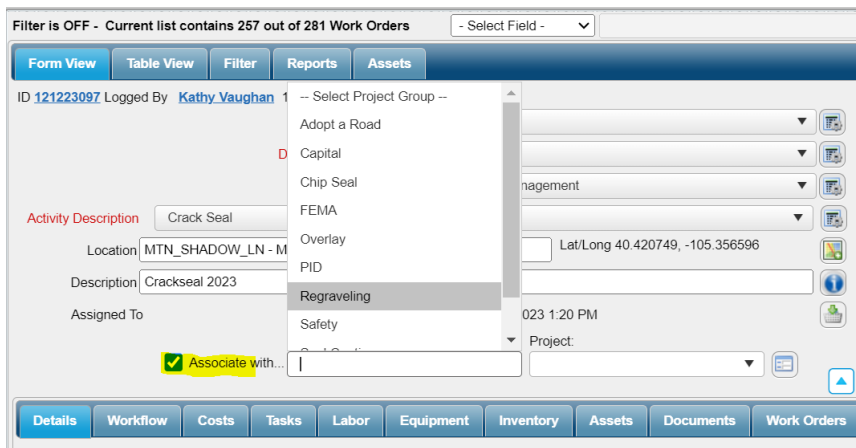
Enter Group Associated with

Project Form



Click Create

The new project will now appear in the Associate Projects on the work order screen



**Larimer County Engineering
Project and Construction Manager
Infrastructure Asset Management Process
Guide**

AS-BUILT PROCESS DEFINITIONS

Discovered Asset - asset which is not in GIS and was not added with the project.

End Date - the date the asset is taken out of service, typically will use the current date unless better information is available.

Event - an asset in GIS, can be a physical asset (i.e. culvert) or a non-physical asset (i.e. snow route, road ownership). This term is used in Event Editor and Field Maps.

Measure - the location, in miles, measured from the beginning of the route. Point assets (i.e. cattle guard) are defined with a single measure while a linear asset (i.e. guardrail) has both a begin and end measure.

Modified Asset - update attribute(s) of an existing asset without replacing the existing asset. Typically done if making a correction or historic condition assessment data needs to be maintained (only applicable for cattle guards, culverts, guardrails, and sign mounts). Modifying an asset will maintain historic condition assessment data but not retain the old attribute values. To keep a record of the old attribute values enter a note in the remarks attribute detailing what attribute(s) changed, the old value(s), and the date of the change.

Move Asset - change the location (route, measure) of an existing asset. There are two cases which must be considered:

1. Correct an incorrect location or move the asset to a new location while maintaining the historic condition assessment data (cattle guards, culverts, guardrails, and sign mounts) this must be done using Event Editor.
2. Relocate or correct an existing asset location and there is no historic condition assessment data that needs to be maintained: Event Editor may be used to change the location as above or Field Maps may be used to retire/replace the asset.

New Asset - an asset which was constructed/installed as part of the project which did not exist before the project.

Replace Asset - an existing asset is removed and replaced with a new asset. This involves retiring the old asset and creating a new asset. The old asset is added to the Retired Asset activity work order and the new asset is added to the New Asset activity work order.

Retire Asset - an existing asset is removed. The asset is attached to the Retired Asset activity work order and an end date for the asset is entered in the GIS.

Route - the road number (mainline, county maintained subdivision, or PID roads) along which the asset exists.

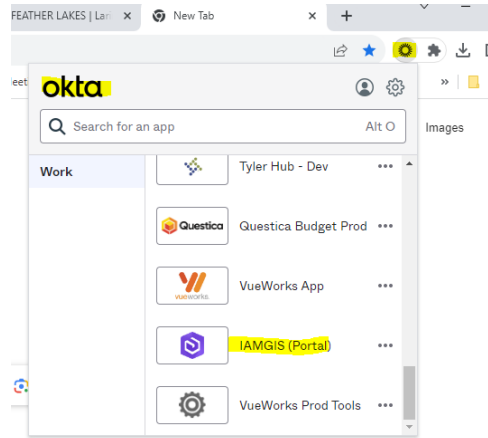
Start Date - the date the asset is put into service - please note that if a future date is entered, the asset will not be available to attach to work orders until that date.

Work Order - a request to collect or update asset data. The work order will have one or more assets associated with it. The work order's activity may be Discovered Asset, Modified Asset, New Asset, or Retired Asset.

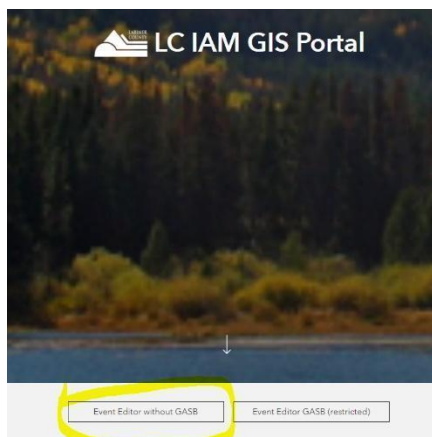
Capital Assets Specific Process

Project Manager (PMs) :

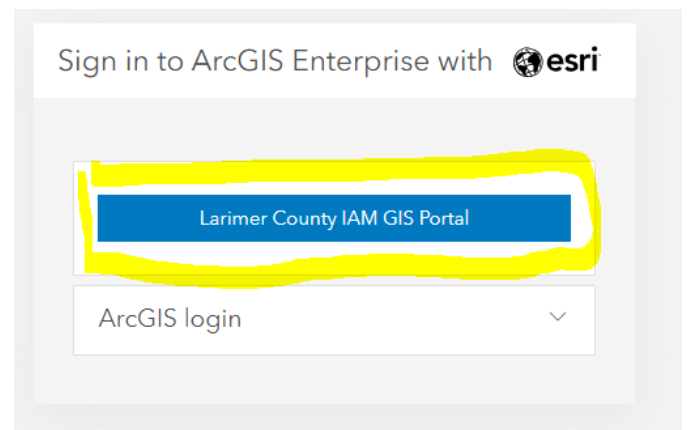
Open Okta, then select IAMGIS Portal:



Select Event Editor without GASB
(You may need to scroll down)

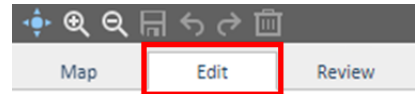


Then click the blue Larimer County IAM GIS Portal button

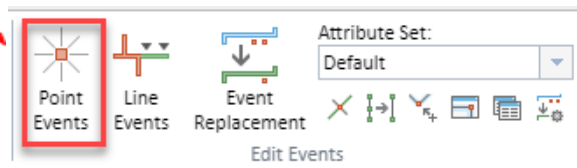


New Point Asset Project Process

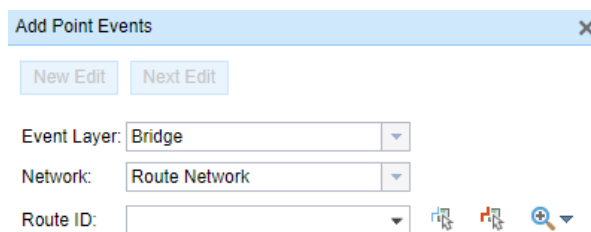
Once you are in the location you are editing, Open the Edit tab.



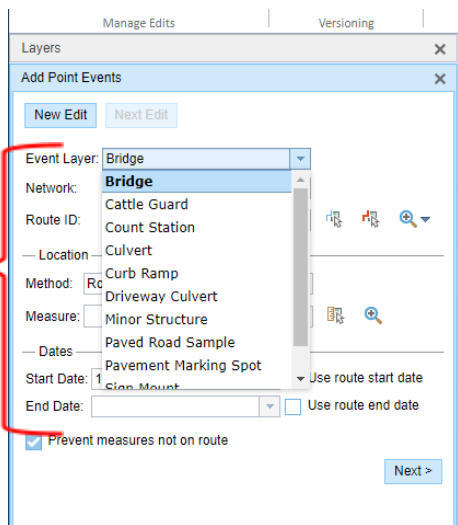
Click the **Point Events** icon to open the **Add Point Events** widget in the side bar.



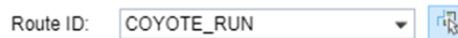
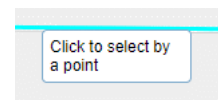
Note the **Route Network** is selected in the **Network** dropdown by default



Change the Event Layer if needed.



Click the **Select a Route on the Map** button next to the **Route ID** box, and then use the mouse pointer to select a route on the map.





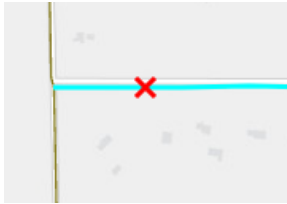
Your selected Route ID does not need to match the example.

Click the **Select a Location on the Map** button and click on the map to select a location to place the new event.

— Location —

Method:

Measure: Miles  



— Location —

Method:

Measure: Miles

You will need to adjust the Start date **DO NOT ENTER THE END DATE on a new asset**. Click the down arrow to open the date selector.

— Dates —

Start Date: Use route start date

End Date: Use route end date

Click the **Prevent Measures** not on route (only if it is not currently selected).


Checking the box means an error will be returned if a measure value outside of the route measure range is entered.

Prevent measures not on route

Click Next

A list of all event attributes will populate.
(The value is currently null that will change)

Attribute	Value
LC Bridge ID	<null>
Bridge Description	<null>
Federal Bridge ID	<null>
Stream Name	<null>
Stream Type	<null>
Structure Length	<null>
Number Spans	<null>
Max Span	<null>
Structure Type	<null>
Construction Type	<null>
Skew Angle	<null>
Skew Direction	<null>
Deck Width	<null>
Road Width	<null>
Approach Width	<null>
Construction Year	<null>

Show network name 

You will need to populate the new event record attributes. Use all CAPS when filling these attributes in.

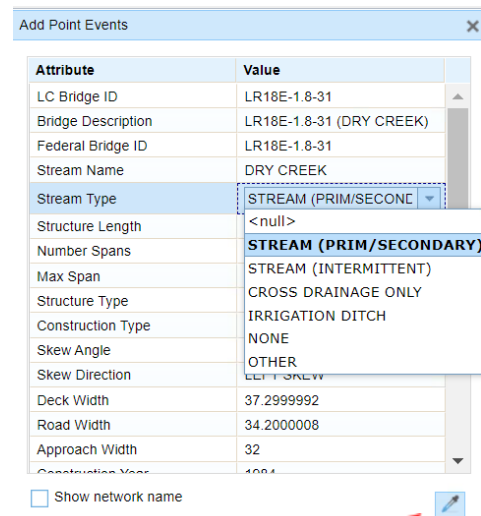
Choose domain values from a dropdown, select dates from a date-picker, and/or type in values.

Do not enter the end date. (Only enter an end when retiring an asset. When retiring an asset the PM will create a work order first, then do the step in Event Editor when the WO gets re-assign after field work is done)

Alternatively, use the **Copy Attributes (eye dropper)** tool to select the same attribute values from an existing point event feature (Bridge in this example) from the map, and further edit the values as applicable. The event layer will need to be turned on in the map to do this (Map tab > Layers list).

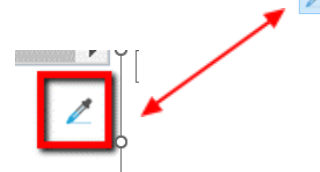
** Frequency of inspections for bridges is entered in the number of months.

Your populated attributes do not need to match the example.



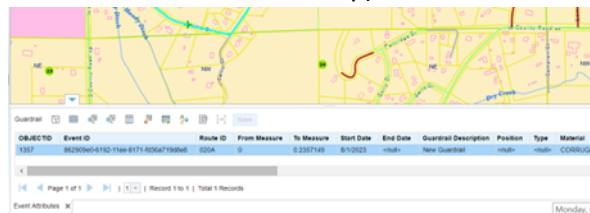
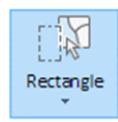
Attribute	Value
LC Bridge ID	LR18E-1.8-31
Bridge Description	LR18E-1.8-31 (DRY CREEK)
Federal Bridge ID	LR18E-1.8-31
Stream Name	DRY CREEK
Stream Type	STREAM (PRIM/SECONC
Structure Length	<null>
Number Spans	STREAM (PRIM/SECONDARY)
Max Span	STREAM (INTERMITTENT)
Structure Type	CROSS DRAINAGE ONLY
Construction Type	IRRIGATION DITCH
Skew Angle	NONE
Skew Direction	LEFT SKEW
Deck Width	37.2999992
Road Width	34.2000008
Approach Width	32
Construction Year	1984

Show network name



Click Save

To Verify that new attribute data was successfully added. To do this, choose the event that was edited from the Layer dropdown. Then, use the **Rectangle** selection tool to select in the location of the newly added event data from the map (the map should still be zoomed to this extent). This will cause the edited record to load in an attribute grid at the bottom of the page. The **Identify** tool can also be used to review the new event data that was added (the layer needs to be turned on in the map).

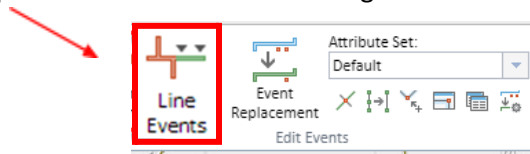


You are now done in Event Editor and ready to begin the work order for the construction manager.

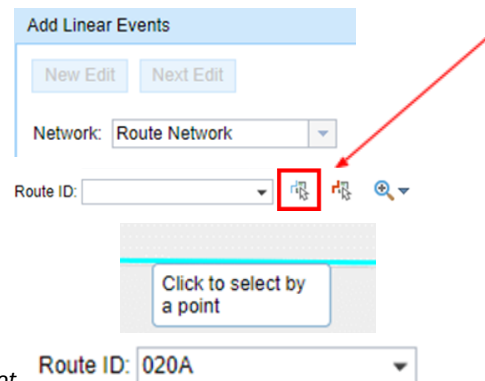
New Linear Asset Project Process

Once you are in the location you are editing, Open the Edit tab.

Click the **Line Events** icon in the Edit ribbon to open the **Add Linear Events** widget in the side bar.

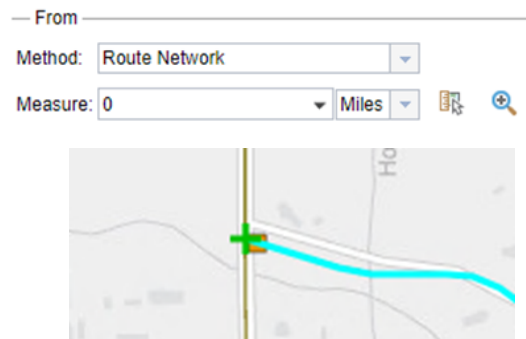
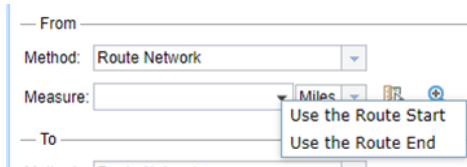


Click the **Select a Route on the Map** button next to Route ID in the From section of the Add Linear Events widget. Use the mouse pointer to click on the map to select a route.



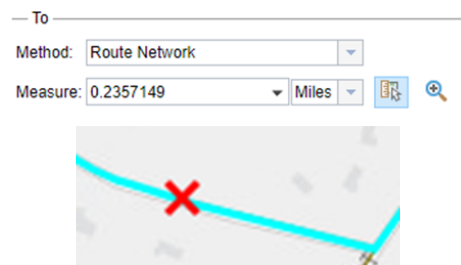
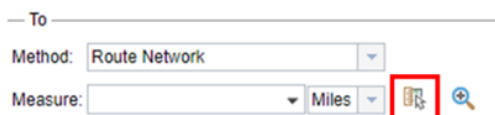
Your selected Route ID does not need to match the screenshot.

Click the **down arrow** in the **From Measure** box and select **Use the Route Start**.

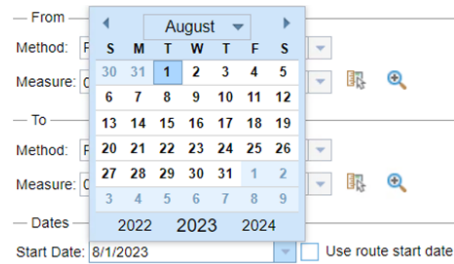


Alternatively, click a location on the route or type in a measure value.

Click the **Select a Location on the Map** next to Measure in the To section, and then use the mouse point to select a location on the route.

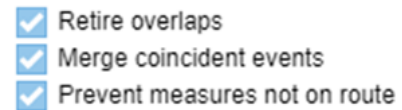


Click the **down arrow** next to the **Start Date** field to open the date selector.
 Select a date from the calendar widget or check the box next to Use route start date.
 By default, today's date is selected.



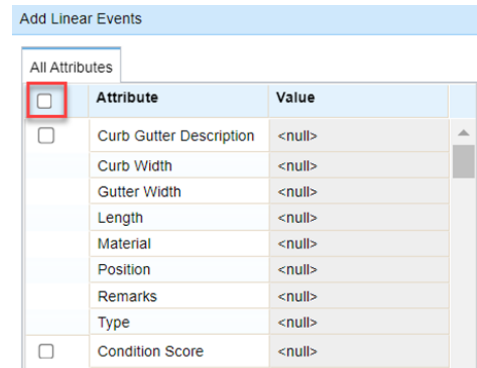
Do not enter the end date. (Only enter an end when retiring an asset. When retiring an asset the PM will create a work order first, then do the step in Event Editor when the WO gets re-assign after field work is done)

Check the boxes for Retire overlaps, Merge coincident events, and Prevent measures not on route.

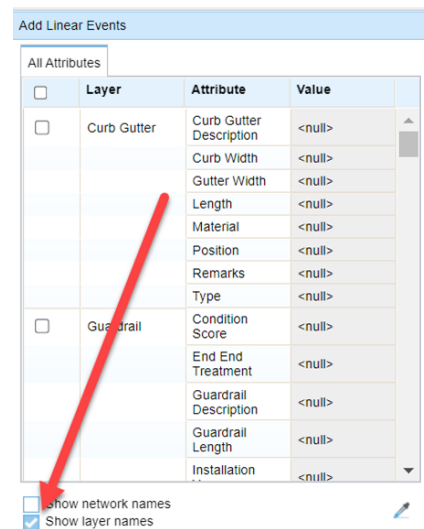


Click **Next**

Uncheck the box in the header of the All Attributes area.



Check the box for **Show layer names** at the bottom of the All Attributes area. This will add a Layer column to the table.



Scroll through the list of layers and check the box next to an event layer you wish to add data to for the selected Route and Measure range.

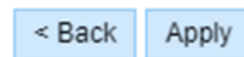
For the selected event, specify event attribute values by choosing domain values from a dropdown, selecting dates from a date-picker, and/or typing in values.

Alternatively, use the eye dropper tool to select the same attribute values from other event(s) on the map.

Layer	Attribute	Value
<input checked="" type="checkbox"/>	Guardrail	Condition Score
		End End Treatment
		Guardrail Description
		Guardrail Length
		Installation Year
	Material	<null>
	Position	<null>
	Post Material	CONCRETE
	Remarks	CORRUGATED STEEL
	Start End Treatment	GALVANIZED
	Type	OTHER
		STEEL
		TIMBER - WOOD
		WEATHERING (CORTEN)

Show network names
 Show layer names

Click **Apply**



Verify that new attribute data was successfully added. To do this, choose the event that was edited from the Layer dropdown. Then, use the **Rectangle** selection tool to select in the location of the newly added event data from the map (the map should still be zoomed to this extent). This will cause the edited record to load in an attribute grid at the bottom of the page.

The **Identify** tool can also be used to review the new event data that was added (the layer needs to be turned on in the map).



OBJECTID	Event ID	Route ID	From Measure	To Measure	Start Date	End Date	Guardrail Description	Position	Type	Material
1357	86290960-6190-11ea-8171-8036a7190ba8	020A	0	0.2357145	8/1/2023	<null>	New Guardrail	<null>	<null>	CORRUGA

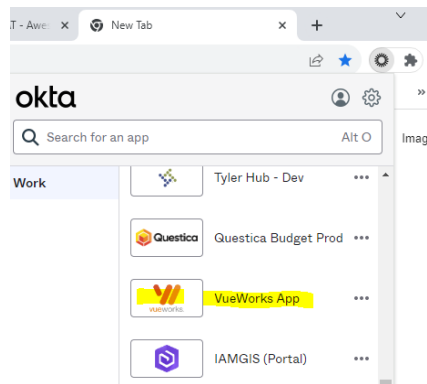
Page 1 of 1 | Record 1 to 1 | Total 1 Records

Click Save - You are now done in Event Editor and ready to begin the work order for the construction manager.

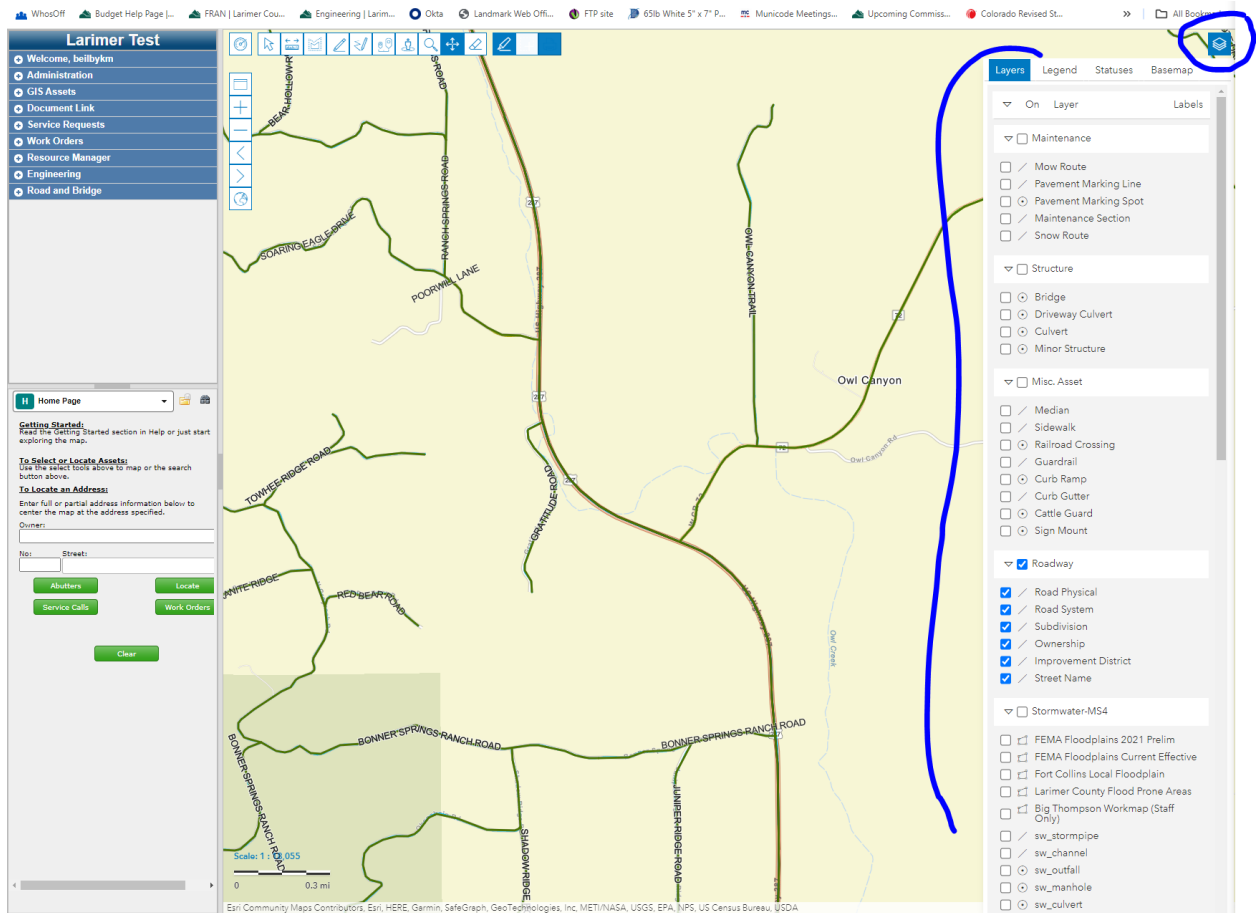
Work Order As-Built Process

Project Manager will then open VUEWorks

Open Okta and select VueWorks.



When VUEworks opens, turn on the layer in which the asset fits (or asset type that was created above) in layers on the map.

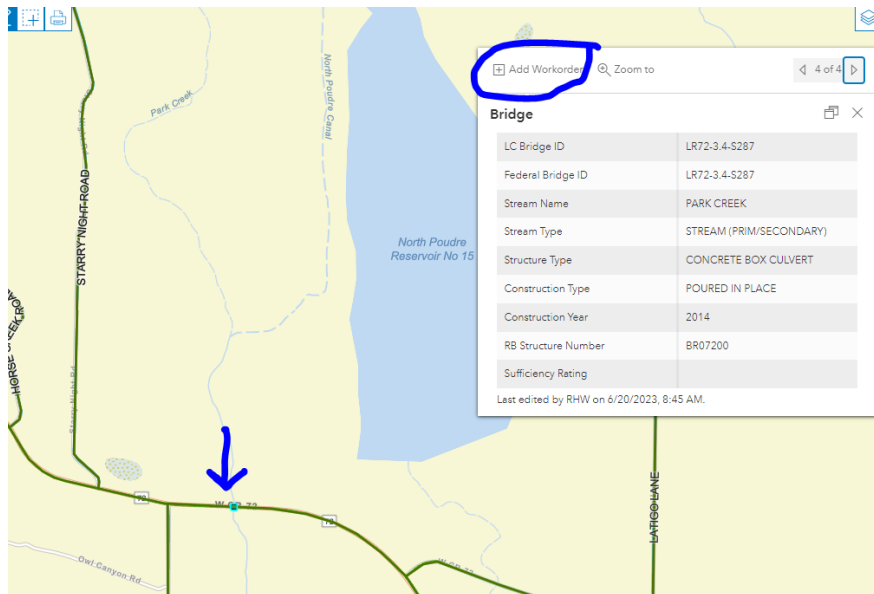


Find the asset that was just created by the Project Manager in Event Editor.

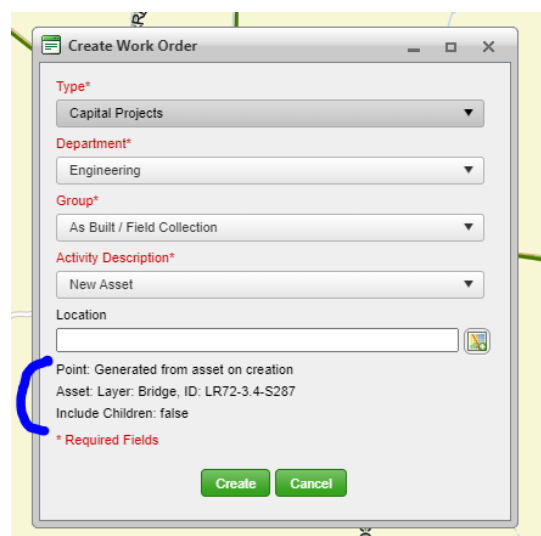
Click on the asset and a box will open up on the top right.


You will click the option 'Add Work Order'

**Please note that if the project is replacing an old asset you will need two (2) Work Orders. One to retire the original asset and one for the new asset.



The Create Work Order box will appear. Fill out the dropdowns based on the work order needed. For field collection (no money needing to be allocated) use the Group 'As Built/Field Collections'. The location will be listed below the location box.



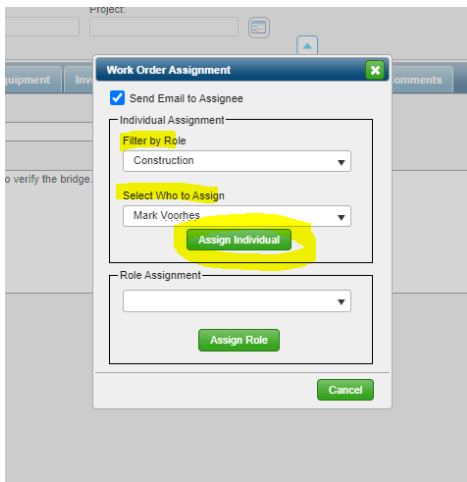
Click Create 

This will need to be assigned to the Construction Manager that is assigned to this project.

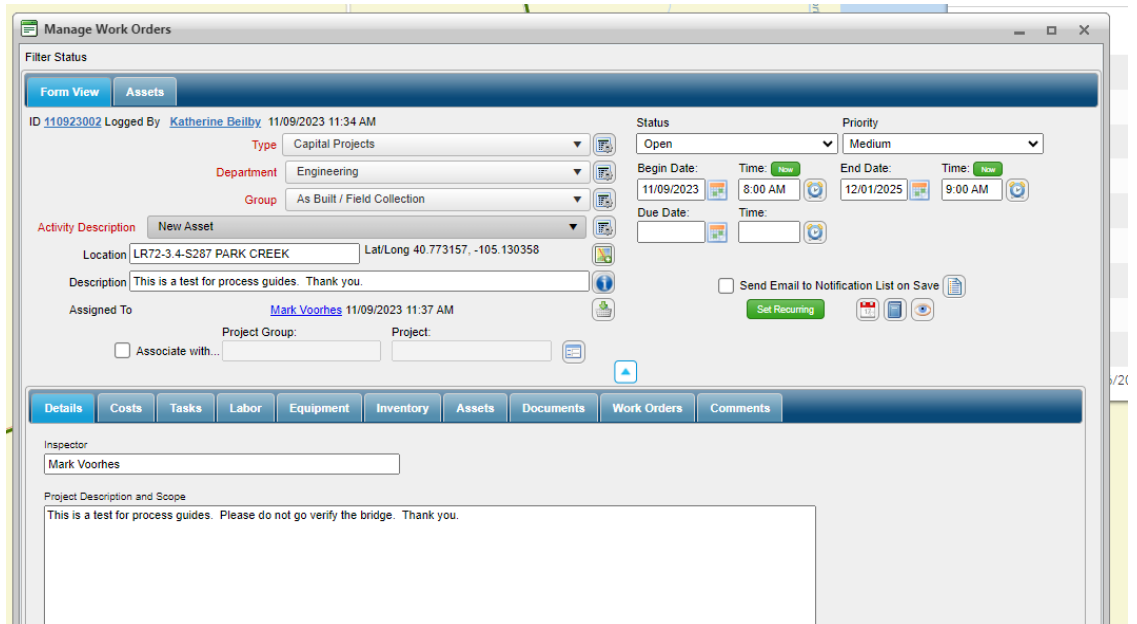
To assign, click the keyboard with the green arrow next to the Assigned To.



Filter by Role, then select the individual you are assigning to.

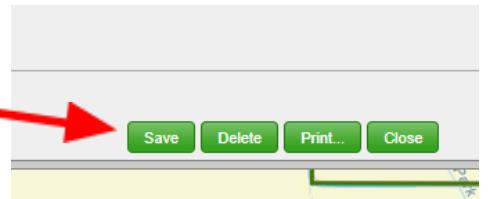


Fill out all the important information to make the Construction Managers scope of work easy to identify.



Click **Save along the bottom**

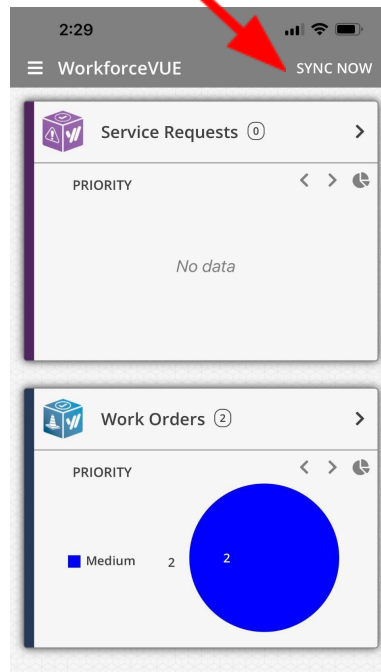
to send the Work Order via email to the assigned staff member.



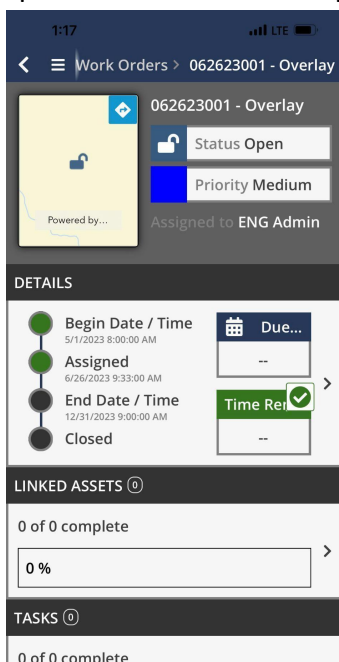
Construction Manager

The Construction Manager will receive an email with the work order information in it. They will go to VUEWorks or WorkforceVue and retrieve the work order.


If using WorkforceVue please sync when you open the app



If you retrieve it in WorkforceVue you can click the option Linked Asset and then Map. This will open the asset in Fieldmaps.



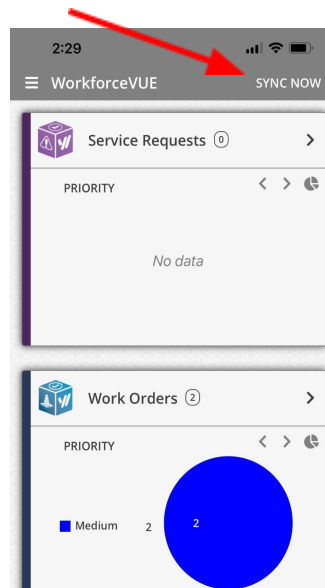
← This is a work order in WorkforceVue

 Click Linked Assets here to go to Field Maps

Or in the office you can use Event Editor. This will be if anything needs updating from what the PM had originally entered.

Open VUEWorks or WorkforceVue and assign back to Project Manager.

Must sync after you assign a work order.



You are done.

Project Manager

The Project manager will receive an email that they have been assigned a work order.

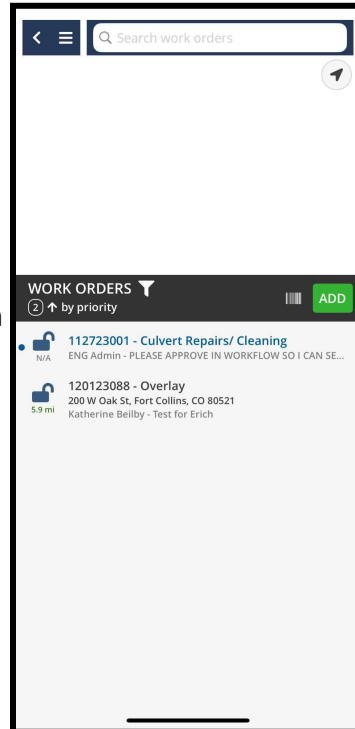
Open VueWorks and search the 'Open My Work Order' and click on the asset to verify the attributes that were changed.

If everything looks good, close work order out. If you find a typo or error, please correct it in Event Editor, then close the work order in VueWorks.

Work Order Creation in WorkForceVue.

Open the WorkForce App on your device.

Select the 'ADD' green button

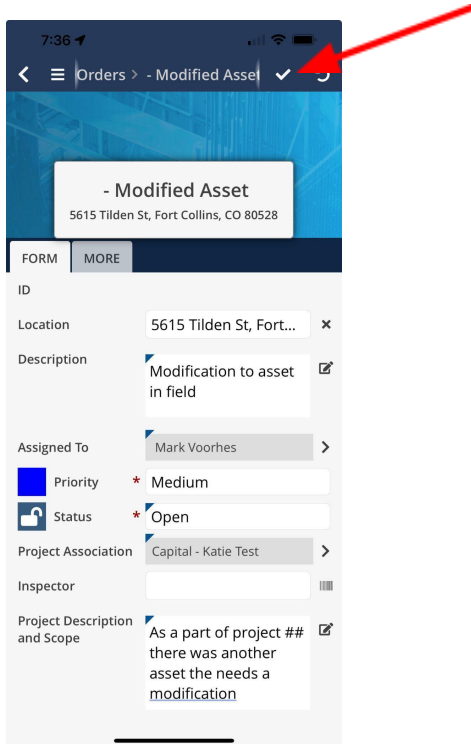


The screen will pull to enter new information into the new work order. Please fill this out according to the work required in the field.

A screenshot of the work order creation form in the WorkForceVue app. The form has a search bar at the top labeled 'Search work orders'. Below the search bar, there are four input fields: 'Type' (with a red asterisk), 'Department' (with a red asterisk and the value 'Engineering'), 'Group' (with a red asterisk), and 'Activity Description' (with a red asterisk). Below these fields are three expandable sections: 'GIS Assets (0)', 'Equipment (0)', and 'Facilities (0)', each with a right-pointing arrow. At the bottom, there is a map showing a location, and a text field for 'Location' with the value '5615 Tilden St...' and a close button (x). A blue 'CONTINUE' button is at the bottom right.A screenshot of the work order creation form in the WorkForceVue app, showing the form filled out. The 'Type' field is filled with 'Capital Projects'. The 'Department' field is filled with 'Engineering'. The 'Group' field is filled with 'As Built / Field Col...'. The 'Activity Description' field is filled with 'Modified Asset'. The 'Location' field is filled with '5615 Tilden St...'. The 'CONTINUE' button is highlighted in blue.

When done, hit Continue

When you hit continue, your work order will present itself differently on your screen indicating you are ready to accept it. Please click the checkmark on the top right. You are now able to sync when attached to wifi, or work within this work order to complete the field work.



You will assign this Work Order to the Project Manager when the field work is done. Remember to Sync so the work order will be sent to the proper Project Manager.

SCENARIOS:

- **Unexpected modification** - Construction Manager would have to create a modified asset work order in the field using the WorkForce app (unless one already exists for the project, in which case they would just add the asset to the existing work order), link to project, attach asset, make changes in Event Editor or Field Maps. When field work is done, reassign the work order to the Project Manager to verify and close.

Use the above instructions for Work Order Creation in WorkForce Vue Process.

- **Unexpected replacement** - An existing asset is unexpectedly removed/destroyed/etc. during construction and needs to be replaced. The Construction Manager will work with the Project Manager to create the new replacement asset or they will create the asset themselves in Event Editor (or Field Maps). **This will be two (2) work orders, one creating the new asset to replace the one that was damaged, then one retiring the damaged asset once the work is finished.**

Once the Asset is created, the Construction Manager or Project Manager will create a new work order (unless one exists, in which case they would just add the asset to existing work order), link the work order to the project (unless using an original WO, in which case it is already linked to the project).

The Construction Manager or Project Manager will also create a new work order for the current asset that is to be retired. Again this work order will need to be linked to the project.

Once all field work is done, the old asset will need to have an end date put in using Event Editor and the work order will need to be closed out by the Project Manager so please remember to assign it to the Project Manager.

- **Discovered asset** - The Construction Manager will create a work order using the the WorkForce app (unless one exists, in which case they would just add the asset to existing work order), links work order to project, creates asset in Event Editor or Field Maps, attach the discovered asset to the work order. Once field work is completed, reassign the work order to the Project Manager to review and close.

- **Expected work didn't end up happening** - The Construction Manager will put a comment on the work order and reassign it to the Project Manager to review and close. The Project Manager will have to make corrections in Event Editor if the new/updated asset was documented in the system before creating and attaching it to the work order.

- **Moves:** If an existing asset moves to a new physical location **OR** an asset isn't in the right location in the system and needs to be corrected - location adjustment **REQUIRES** the use of Event Editor (field maps does not work ...yet). The Construction Manager will work with the Project Manager on who should update Event Editor to make sure that the asset presents itself in the correct location moving forward.

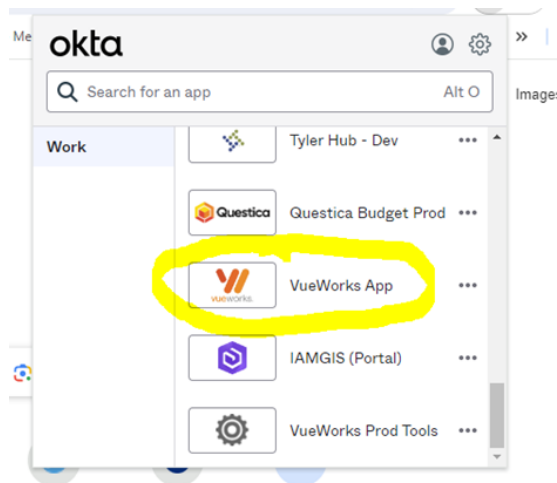
**Larimer County Engineering
Stormwater Infrastructure Asset
Management Process Guide**

Stormwater

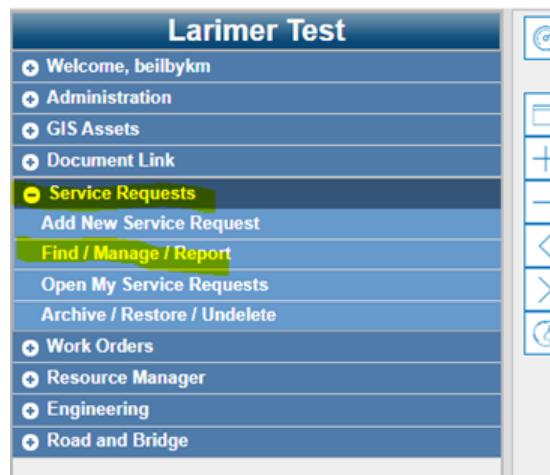
When a request comes in, the role 'Stormwater' will receive an email alert from the Customer Request Portal Service Request regarding a stormwater issue.

The staff member who decides to complete the task will re-assign it to themselves to remove it from the role. This will alleviate duplicate work.

To do this, open Okta then select VueWorks



In the menu on the left of your screen, open 'Service Requests' then select 'Find / Manage / Report' and search for the Service Request



Select the Service Request ID you are wanting to work on. When the Service request opens click on the keyboard with a down green arrow to update the assigned to.

Manage Service Requests

Filter is ON - Current list contains 1 out of 1 Service Requests

Form View Table View Filter Reports Assets

ID: 23000015 Logged By: Sarah Melocco 11/20/2023 11:48 AM

Type * Public Reported

Department * Engineering

Group Stormwater / Floodplain

Issue* Stormwater Drainage

Location:

Lat/Long :

Assigned To: Role: Stormwater 11/20/2023 11:48 AM

Form: VUEWorks Default

Status Open Priority Medium

Date / Time 11/20/2023

Date / Time

Now

Send Email to Notification

Details Linked Calls Documents Work Orders Assets Comments

When you click that keyboard with a down green arrow a Service Request Assignment box will pop up.

Select who to assign the service request to by typing in the 'Select Who to Assign'

You can also narrow down the list of names by first selecting the role, then the name.

Service Request Assignment

Individual Assignment

Send Email to Assignee

Filter by Role

Stormwater

Select Who to Assign

User Name	Name	Email
nezatca	Caryn Nezat	nezatca@co.larimer.co.us
sheldocd	Connor Sheldon	sheldocd@co.larimer.co.us
myrlesik	Spencer Myrle	myrlesik@co.larimer.co.us
rothwesc	Steven Rothwell	rothwesc@co.larimer.co.us
shambotl	Traci Shambo	shambotl@co.larimer.co.us

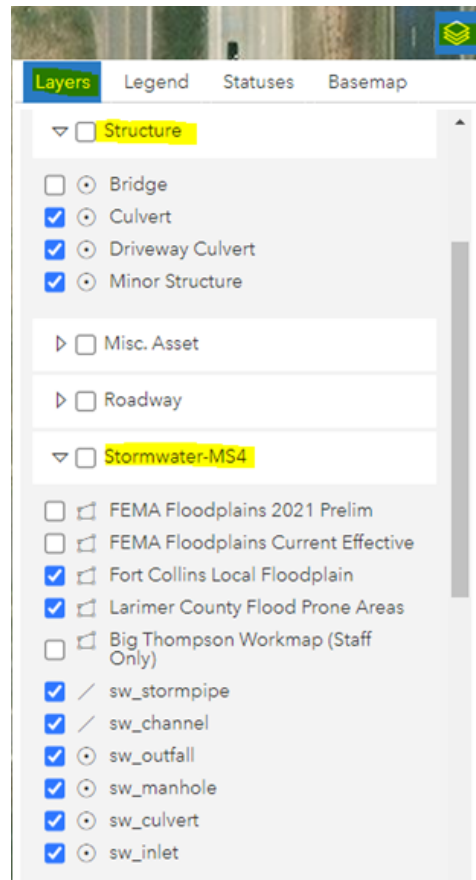
Items 1-6 out of 6

Close

The staff member will complete the research and add any notes to the Comments tab. Click Add Comment, write what you found during research, and click Save



If there are any assets associated with the Service Request, click on the Assets tab. Make sure the applicable layers under Stormwater-MS4 and Structures are turned on.



Click 'Add Assets' from Map and select the applicable assets. They will show up as a list under the Assets tab once they have been added.

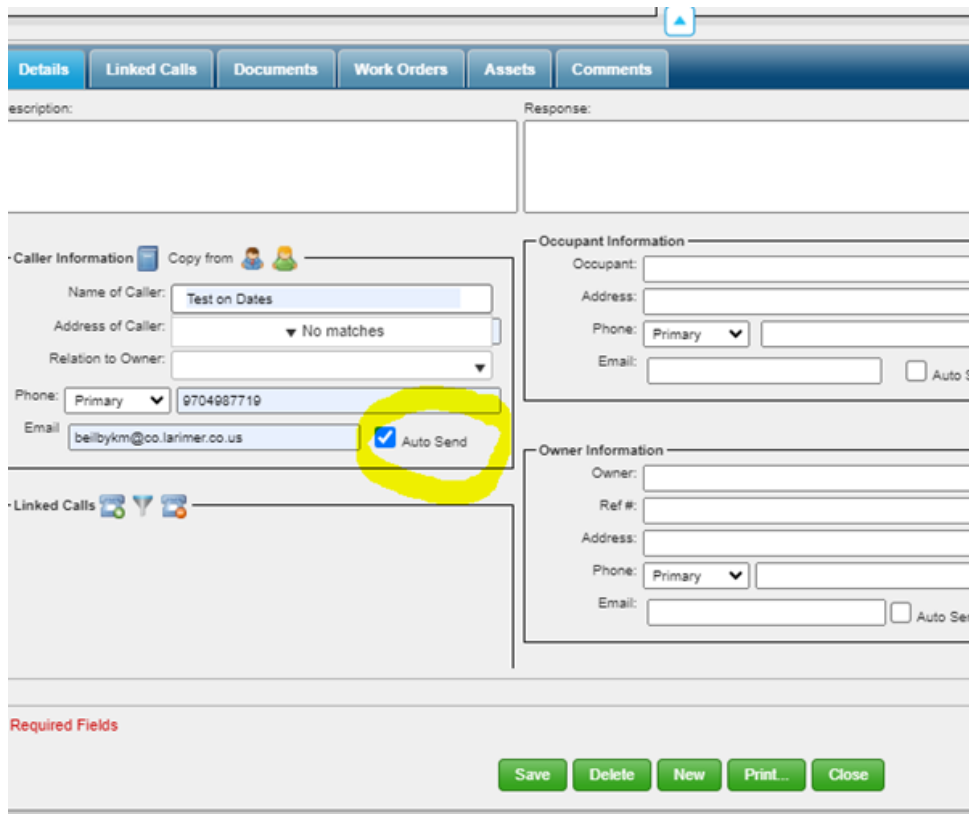


	Location Asset	Asset ID	Layer or Facility	GIS Location	Name
1	<input type="checkbox"/>	{09304983-3A}	sw_channel		
2	<input type="checkbox"/>	{55C8B5CF-F}	sw_culvert		
3	<input type="checkbox"/>	{0195B8DF-98}	sw_outfall		

If it is an Engineering Department request or issue to resolve, the assignee will respond in one of two ways:

- 1) through VUEWorks or
- 2) outside of VUEWorks using a County GMAIL account.

If responding through VUEWorks, you must check the Auto Send box next to the caller information to send an email response. Please note that this will be automatically checked when it comes in.



Details Linked Calls Documents Work Orders **Assets** Comments

Add Assets From Map From Current Selection From Facility Add To Selection Clear Selection

Description: Response:

Caller Information Copy from [User Icons]

Name of Caller: Test on Dates

Address of Caller: No matches

Relation to Owner:

Phone: Primary 9704987719

Email: bellbykm@co.larimer.co.us Auto Send

Occupant Information

Occupant:

Address:

Phone: Primary

Email: Auto Send

Owner Information

Owner:

Ref #:

Address:

Phone: Primary

Email: Auto Send

Required Fields

Save Delete New Print... Close

If responding using County GMAIL uncheck the 'Auto Send' box. The responder must still make a note in the service request Response box.

The screenshot shows a software interface with a top navigation bar containing tabs for 'Details', 'Linked Calls', 'Documents', 'Work Orders', 'Assets', and 'Comments'. Below the navigation bar, there are two large text input areas. The left one is labeled 'Description:' and the right one is labeled 'Response:'. The 'Response:' label is highlighted in yellow.

If the request is a RAB issue, the Engineering Department staff member will change the department in the Service Request to RAB. The VUEWorks system will then send the request to the RAB Department where it will be assigned to the appropriate Group.

If the request is not an Engineering issue, the Engineering staff member will transfer the request to the appropriate Department using either VUEWorks if the Department has a VUEWorks account or by County GMAIL if the County Department does not have a VUEWorks account. (Currently ONLY Road & Bridge (RAB) uses VUEWorks.)

If the request is transferred to a department that does not have a VUEWorks account, the Engineering staff member will need to send the request using their County GMAIL account. It is important to add notes in the response box stating who and when the request was transferred to. Make sure the Auto Send checkbox is unchecked during this step!

** An optional step is to attach the sent email for the record.

The screenshot shows a more detailed view of the VUEWorks interface. The 'Response' tab is highlighted in yellow. The 'Response' text box contains the text: "Transferred to Jimmy in Natural Resources on 12/7/23 at 11:35am. See Documents for email." Below the text boxes, there are several form sections. The 'Caller Information' section includes fields for 'Name of Caller' (Spencer Myrlie), 'Address of Caller' (200 W Oak Street), 'Relation to Owner', 'Phone' (Primary, 9704985703), and 'Email' (myrliesk@co.larimer.co.us). The 'Occupant Information' section includes fields for 'Occupant', 'Address', 'Phone' (Primary), and 'Email'. The 'Auto Send' checkbox is unchecked. The 'Owner Information' section is partially visible at the bottom.

Create Document Link

Upload Link | Link From Library

Upload a document from your local or networked drive to a Library on the VUEWorks server where it can be easily viewed by other users.

File Upload

Files to upload:
 · co.larimer.co.us Mail - Drainage Issue Service Request Forward.pdf

× Cancel
 Clear Files

Document Type*
 Other

Upload To Library*
 Engineering

Key Words

Comments
 Email to Natural Resources forwarding this Service Request to them

* Required Fields

Create Link | Close

Manage Service Requests

Filter is OFF - Current list contains 6 out of 6 Service Requests

-- Select Field --

Form View | Table View | Filter | Reports | Assets

ID: 23000015 | Logged By: Sarah Melocco 11/20/2023 11:48 AM

Type* Public Reported

Department* Road and Bridge

Group Road and Bridge

Issue* Roadside Drainage / Culverts issue

Location: []

Lat/Long: []

Assigned To: Drainage and Structure Mgr 11/20/2023 11:50 AM

Form: VUEWorks Default

Status Open | **Priority** Medium

Date / Time Occurred: 11/20/2023 11:48 AM

Date / Time Responded To: [] []

Now

Send Email to Notification List on Save

Details | Linked Calls | Documents | Work Orders | Assets | Comments

Description: [] | Response: []

Occupant Information

* Required Fields

Save | Delete | New | Print... | Close

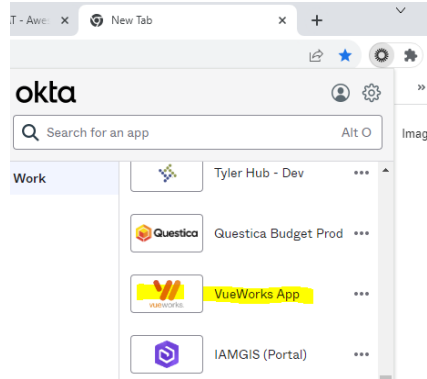
1 of 6

**Larimer County Engineering
As-Built Work Order Infrastructure Asset
Management Process Guide**

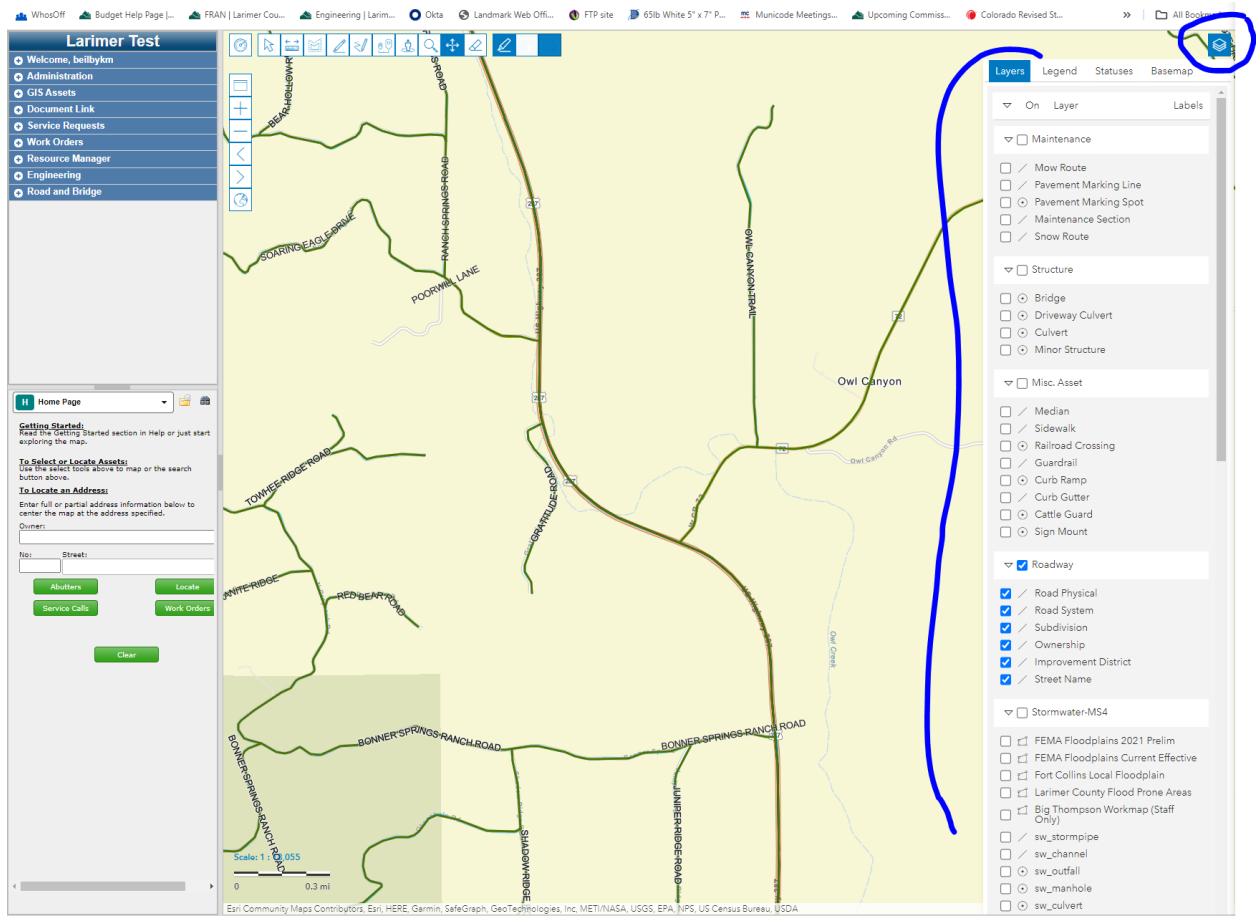
Work Order As-Built Process

Project Manager will then open VUEWorks

Open Okta and select VueWorks.



When VUEworks opens, turn on the layer in which the asset fits (or asset type that was created above) in layers on the map.

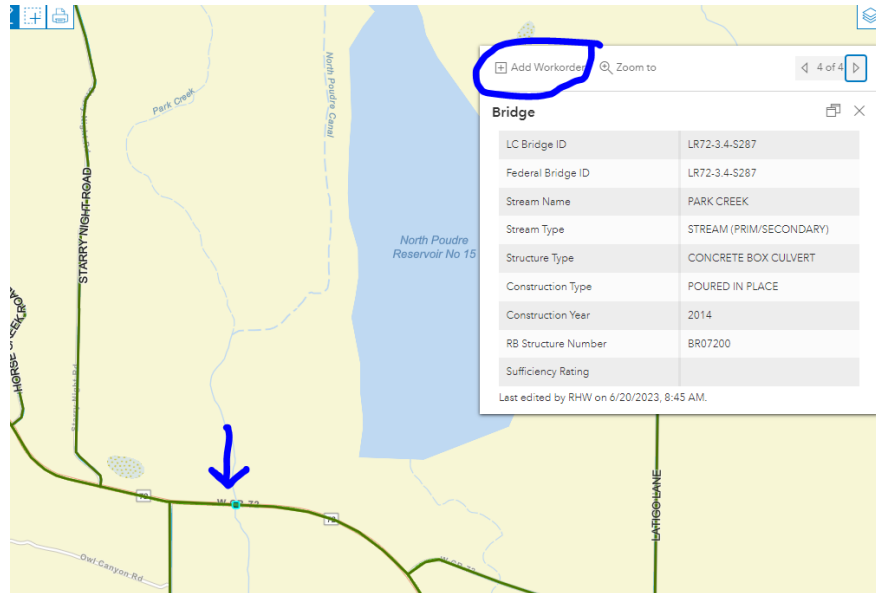


Find the asset that was just created by the Project Manager in Event Editor.

Click on the asset and a box will open up on the top right.

You will click the option 'Add Work Order'

**Please note that if the project is replacing an old asset you will need two (2) Work Orders. One to retire the original asset and one for the new asset.



The Create Work Order box will appear. Fill out the dropdowns based on the work order needed. For field collection (no money needing to be allocated) use the Group 'As Built/Field Collections'. The location will be listed below the location box.

Click Create →

The screenshot shows the "Create Work Order" dialog box. The "Type" dropdown is set to "Capital Projects", "Department" is "Engineering", "Group" is "As Built / Field Collection", and "Activity Description" is "New Asset". The "Location" field is empty. A blue arrow points to the "Create" button.

Point: Generated from asset on creation
Asset: Layer: Bridge, ID: LR72-3.4-S287
Include Children: false

* Required Fields

This will need to be assigned to the Construction Manager that is assigned to this project.

To assign, click the keyboard with the green arrow next to the Assigned To.



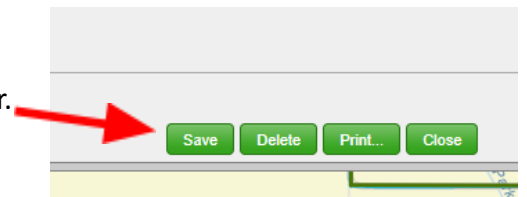
Filter by Role, then select the individual you are assigning to.

The screenshot shows a 'Work Order Assignment' dialog box. It has a checked option 'Send Email to Assignee'. Under 'Individual Assignment', there is a 'Filter by Role' dropdown menu with 'Construction' selected. Below it is a 'Select Who to Assign' dropdown menu with 'Mark Voorhes' selected. A green arrow points to the 'Assign Individual' button. There is also a 'Role Assignment' dropdown menu and an 'Assign Role' button. At the bottom are 'Cancel' and 'Assign' buttons.

Fill out all the important information to make the Construction Managers scope of work easy to identify.

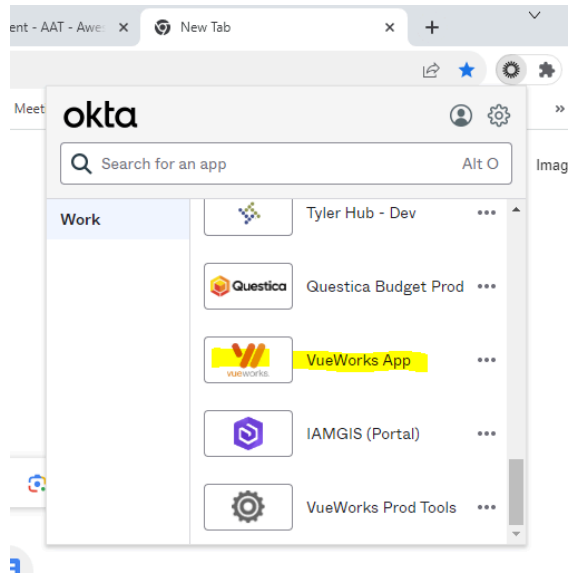
The screenshot shows the 'Manage Work Orders' form. It includes a 'Filter Status' section with 'Form View' and 'Assets' tabs. The main form fields are: ID 110923002, Logged By Katherine Beilby, 11/09/2023 11:34 AM, Status Open, Priority Medium, Type Capital Projects, Department Engineering, Group As Built / Field Collection, Activity Description New Asset, Location LR72-3.4-S287 PARK CREEK, Lat/Long 40.773157, -105.130358, Description This is a test for process guides. Thank you., Assigned To Mark Voorhes, 11/09/2023 11:37 AM. There are also fields for Project Group and Project, and an 'Associate with...' checkbox. At the bottom, there are tabs for Details, Costs, Tasks, Labor, Equipment, Inventory, Assets, Documents, Work Orders, and Comments. The 'Work Orders' tab is selected, showing the Inspector field set to Mark Voorhes and the Project Description and Scope field containing the same test text as the description.

Click **Save** along the bottom to send the Work Order via email to the assigned staff member.



**Larimer County Work Order Standard
Infrastructure Asset Management Process
Guide**

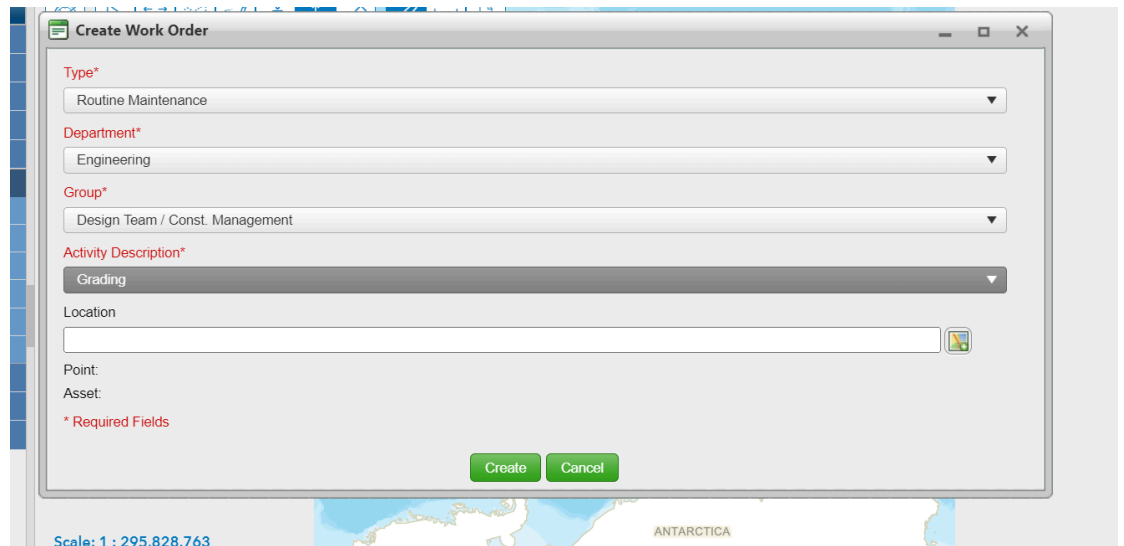
Open Okta and select VueWorks.




To create a work order please select Work Orders on the left side of the page.



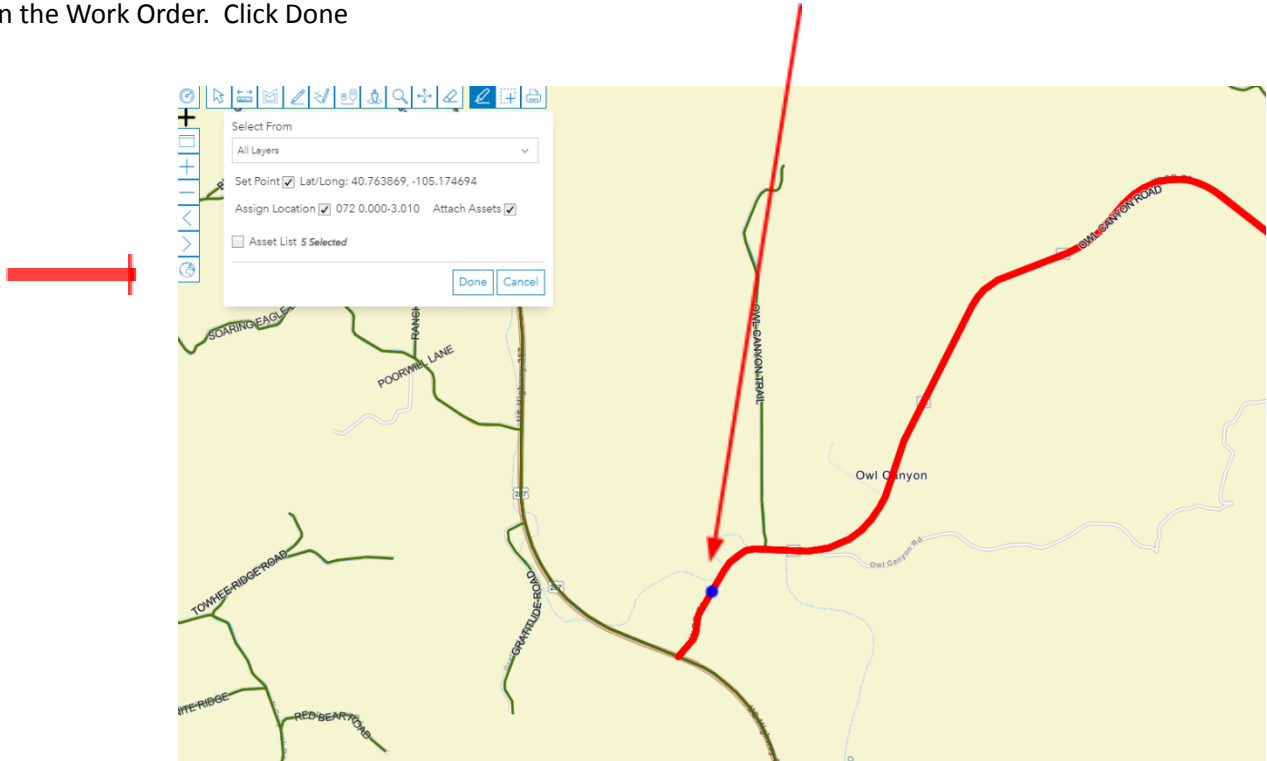
Select Add New Work Order – Fill out the drop-down fields to match the work required then click 'Create'



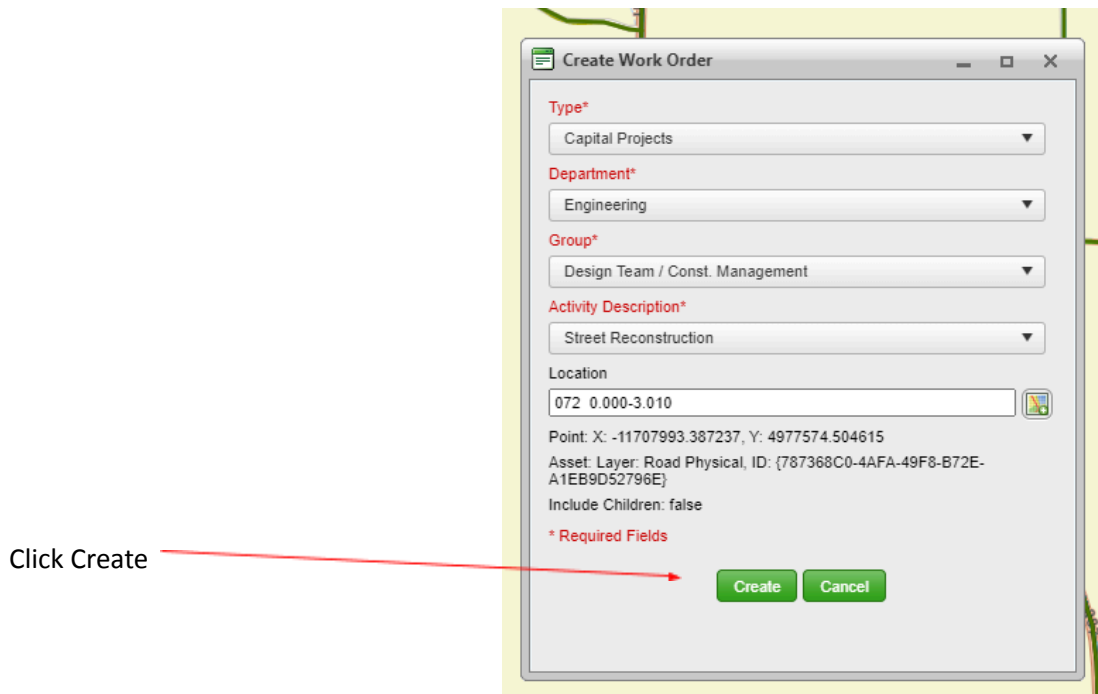
Select the map icon next to the Location field. This will open your map. 

Make sure the layer that you are wanting to view has been selected and the asset has been created.

You will have to zoom in far to be able to select an asset. Click on the asset you want. This will populate on the Work Order. Click Done



You will notice that the location field is now populated.



Manage Work Orders

ter Status - Select Field - Apply Filter

Form View Table View Filter Reports Assets

101923001 Logged By Katherine Beilby 10/19/2023 03:31 PM

Type Capital Projects
 Department Engineering
 Group Design Team / Const. Management

Activity Description Street Reconstruction
 Location 072 0.000-3.010 Lat/Long 40.763869, -105.174694
 Description Street Reconstruction
 Assigned To [Blank] Role: Construction 10/19/2023 3:31 PM

Status Open Priority High
 Begin Date 10/03/2023 8:00 AM
 End Date 12/31/2023 9:00 AM
 Due Date [Blank] Time [Blank]

Send Email to Notification List on Save
 Set Recurring

Details Workflow Costs Tasks Labor Equipment Inventory Assets Documents Work Orders Comments

Fill out the **Description**, **Priority** and **Term Dates**. *The due date can be left blank. The Description must start with Project number if applicable.*

Once that is complete, you can move on to finish the Work Order details. If this is a part of a project, you will associate it with that project.

Description PN 8510 - seed and mulch areas in Bluffs PID and Bonnell West PID

Assigned To Katherine Beilby 03/05/2024 12:34 PM

Project Group: PID Project: 8510 - PID Overlay - Bonn...

Associate with...

Fill out highlighted areas. (addendum only if it is a change order, see addendum instructions)

Quick Tip is to click the arrow pointing up to make the bottom screen larger.

ID: 030124001 Engineering Engineering Group: Admin Activity Description: Engineering Services - Consultant Status: Open State: Open

Details Workflow Costs Tasks Labor Equipment Inventory Assets Documents Work Orders Comments

Parent PO Number P002162 Child PO Number P002271 Addendum [Blank] Addendum Date [Blank]

Project Manager Mark Peterson Funding Source Engineering 600...

Requesting Department Engineering Vendor Felsburg Holt & Ullevig

Fee Type Maximum Fee Not to Exceed (Time & Reimbursable) Contract Administrator Name & Email Jenny Young jenny.young@fhueng.com

Fee 436480.00

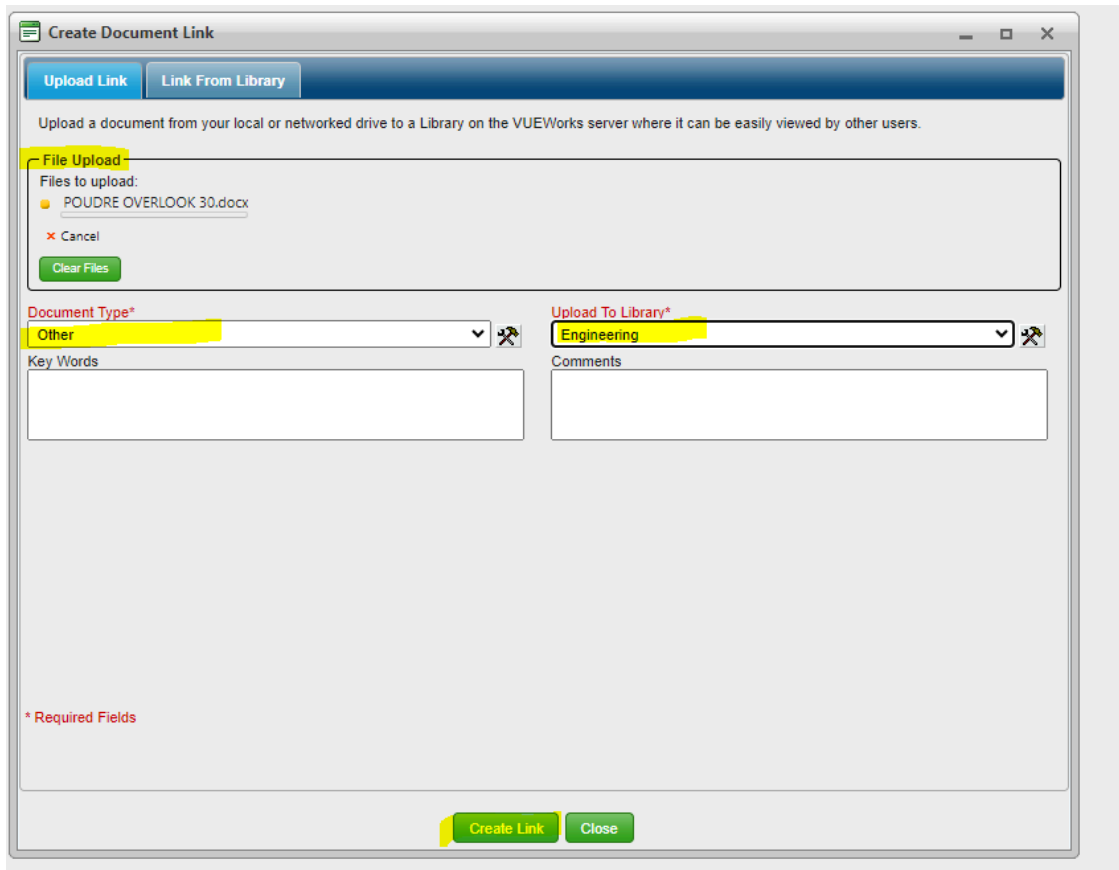
Approval Signature Mark R Peterson Title County Engineer Date 03/01/2024

Project Description and Scope
 Professional services for an updated Larimer County Transportation Master Plan and an update to the County's transportation capital expansion fee program and described in the letter proposal and fee proposal from Felsburg, Holt & Ullevig (FHU) dated February 29, 2024. Work on the capital expansion fee study will be conducted by Dwayne Guthrie as a subconsultant to FHU and costs are included in the total scope and fee proposal as Task 11.

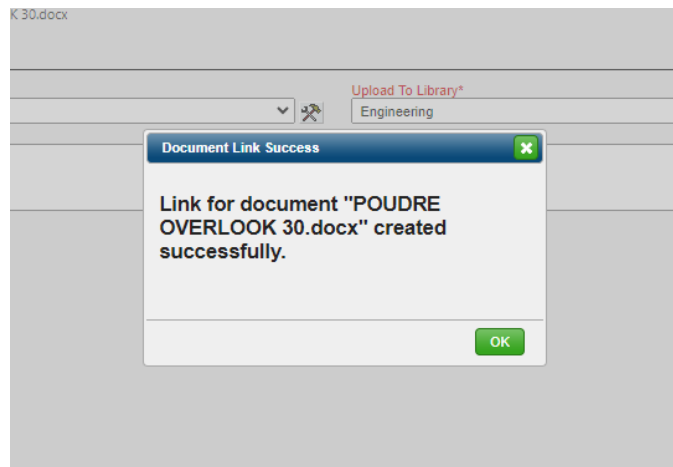
Under the Documents tab, you will upload the Scope of Work from the Contractor.



Click browse to find and select file to upload. File type must be a PDF.



This will pop up if the document is attached..



Then go to the **workflow tab** to submit the Work Order to begin the approval process.

The screenshot shows the 'Manage Work Orders' interface. At the top, there are tabs for 'Form View', 'Table View', 'Filter', 'Reports', and 'Assets'. Below these, the work order details are displayed: ID: 032623002, Department: Engineering, Group: Design Team / Const. Management, Activity Description: Grading, Status: Open, State: Open. A red arrow points to the 'Workflow' tab in the navigation bar. The main content area is divided into 'Step Action: Leadership Assignment' and 'Workflow Steps'. The 'Step Action' section contains a text input field with the placeholder 'Please sign and approve|' and a 'Complete' button. The 'Workflow Steps' section shows a list of steps: 'Leadership Assignment' (Active Step), 'Leadership Approval', and 'ENG Admin PO Creation'. At the bottom, there are buttons for 'Save', 'Delete', 'New Copy', 'New', 'Print...', and 'Close'. A red arrow also points to the 'Workflow' tab in the navigation bar.

This step will trigger the flow to the Director or Assistant Director for approval. They will receive an email then login to sign the Approval Signature on the details tab, then hit complete on the Workflow tab.

The screenshot shows a form for 'Approval Signature'. It includes a 'Free' field with a value of '500', an 'Approval Signature' text input field, a 'Title' dropdown menu, and a 'Date' input field. Below the form is the label 'Project Description and Scope'. A red arrow points to the 'Free' field.

This screenshot is a zoomed-in view of the 'Manage Work Orders' interface, specifically the 'Workflow' tab. The 'Step Action: Leadership Assignment' section is visible, showing the text input field 'Please sign and approve|' and the 'Complete' button. A red arrow points to the 'Complete' button. The 'Workflow Steps' section on the right shows the same list of steps as in the previous screenshot.

The Work Order will then go to the Admin Team for creation of the Purchase Order.

Purchase Order is created in FRAN. This may take 1-2 business days to complete.

Once that step has been completed by Admin in FRAN, A will go into the Work Order in VueWorks and add the Child PO Number into the Work Order.

Parent PO Number: P0123456
Child PO Number: P0000000
Addendum: [Dropdown]
Addendum Date: [Calendar]
Project Manager: Matt Johnson
Project Number: EN1234
PID: No
Requesting Department: [Dropdown]
Fee Type: Maximum Fee Not to Exceed (Time & Reimbursable)
Fee: 50000
Approval Signature: Da Boss
Title: County Engineer
Date: 03/26/2023
Project Description and Scope: This is maintenance on a BIG, BIG project..
Required * To Close
Buttons: Save, Delete, New Copy, New, Print..., Close

The Work Order will then be routed back to the Project Manager to print and send to the contractor for their records.

When the work is complete, the Project Manager will update the status. This is important as it will send an email to everyone on the notification list. Admin will be added to this list, so admin will know to close the PO.

Manage Work Orders
Filter Status
Form View Assets
ID 101923001 Logged By Katherine Belby 10/19/2023 03:31 PM
Type: Capital Projects
Department: Engineering
Group: Design Team / Const. Management
Activity Description: Street Reconstruction
Location: 072 0.000-3.010 Lat/Long 40.763869, -105.174694
Assigned To: Role: Construction 10/19/2023 3:31 PM
Status: Closed
Priority: Medium
Begin Date: 10/16/2023 8:00 AM
End Date: 12/28/2023 9:00 AM
Due Date: [Calendar]
Send Email to Notification List on Save
Set Recurring
Details Workflow Costs Tasks Labor Equipment Inventory Assets Documents Work Orders Comments

**As a reminder contractors/vendors do not need to sign the Work Order as the Scope of Work submitted to the Project Manager is sufficient.

**The PO will be attached to Documents

Print the PO to PDF to send to the vendor. Select the attachments you would like to send as well.

PO

Scope of work

Work Order

Manage Work Orders

Filter is OFF - Current list contains 197 out of 219 Work Orders

ID: 121223023 Engineering Engineering Group: Admin Activity Description: Engineering Services - Consultant Status: Open State: Open

Parent PO Number: P0054321 Child PO Number: P0012345 Addendum: Addendum B Addendum Date: 04/17/2023

Project Manager: Matt Johnson PID:

Requesting Department: Engineering Vendor: Short Elliott & Hendrickson Inc

Fee Type: Fixed Fee to be Paid on the Basis of Percent Compl Fee: 25000

* Required To Save
‡ Required To Close

Save Delete New Copy New Print... Close

20 of 197

Print Work Order Form

Select Report Template*

Form Reports

Work Order with Details

Title: Work Order with Details

Select other items to print (optional)

Asset Attributes Condition Form

Linked Work Orders Current Map View

Insert page break between Work Orders

Documents

Documents linked to attached Assets Documents linked to Work Order

X	Type
<input checked="" type="checkbox"/>	Other

Files of type TIF, JPG, JPEG, PNG, and PDF will be printed for the types selected.
Some PDF files may be opened in their own window.

Print Close

The PDF will pop up and you can download then send it to the vendor.

If you select the documents to attach, you will notice it auto merges the documents.

You see how it says 1 of 5 pages? That means that attachments are all there

Work Order with Details

ID 121223023	Logged By Katherine Beilby	12/12/2023 10:01 AM	Status Open	Priority Medium
Service Request	Type Capital Projects	Begin Date / Time 12/12/2023 08:00 AM	End Date / Time 12/12/2023 09:00 AM	
Department Engineering		Due Date / Time		
Activity Description	Group Admin			
Engineering Services - Consultant				
Location				
Assigned To Morgan Fay	12/12/2023 10:37 AM			
Description	Please let me know if you get this. Thanks.			

Parent PO Number	Child PO Number	Addendum	Addendum Date
P0054321	P0012345	Addendum B	04/17/2023

Project Manager **PID**

This will be sent out to the vendor via the PM in an email.

Addendum Guide

Open your original work order.
Go to the work orders tab and click Add New

Details Workflow Costs Tasks Labor Equipment Inventory Assets Documents **Work Orders** Comments

Add New Add Existing Remove Checked

You will follow the work order creation steps from above.

The only difference is you will fill out the addendum portion.

Details Workflow Costs Tasks Labor Equipment Inventory Assets Documents **Work Orders** Comments

Parent PO Number: P002162 Child PO Number: P002271

Project Manager: Mark Peterson

Requesting Department: Engineering

Fee Type: Maximum Fee Not to Exceed (Time & Reimbursable)

Contract Administrator Name & Email: Jenny Young jenny.young@fhueng.com

Addendum Addendum Date

- Addendum A
- Addendum B
- Addendum C